



GECO User Guide for Hotels

Published: October 2019

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1. Introduction

www.payments.onyxcentersource.com is a working tool developed for hotels and travel agents to:

- Make the management of commission payments easier.
- Achieve greater efficiency in communication and marketing activities via a new channel of communication.
- Automate and make a more efficient invoicing process.
- Control, verify & input travel agency commissions.

This Network is a business to business Intranet, created for the sole use of its clients, offering a private working environment and value-added services.

1.1 Functionalities

Step 1: Data Processing

The reception of the Booking Data at Onyx CenterSource from the Hotel. Flexibility of the Data entry:

- Any electronic files (CRS file, PMS files, etc) via Communications service.
- Direct input in Onyx Network (via Direct Data service).
- YCC: Commission claims coming from TTAA Worldwide and or any other Third-Party Companies (via Your Commissions Claims service).

Step 2: Data Validation

Hotel checks and validates bookings – confirming and amending (check in/out date, commission amount, etc) when necessary.

Step 3: Proforma

Once data has been processed, Onyx will inform the hotel via email that a proforma in hotel's local currency (or major ones) has been uploaded.

Proforma includes the total amount to transfer to travel agencies, Onyx fees, and bank account details.

Step 4: Funds transfer

Hotel sends the funds to the bank account indicated in the proforma.

Step 5: Payment processing

The week after receiving the funds from the Hotel, Onyx pays the travel agencies.

Step 6: Invoicing & Reporting

Once payments have been made Onyx issues and uploads the Invoice for Onyx fee and the Payment Report with the breakdown of all travel agent payments made on hotel's behalf.

Both Hotel and travel agencies can control and track their payments through

www.payments.onyxcentersource.com where reconciliation tools are available.

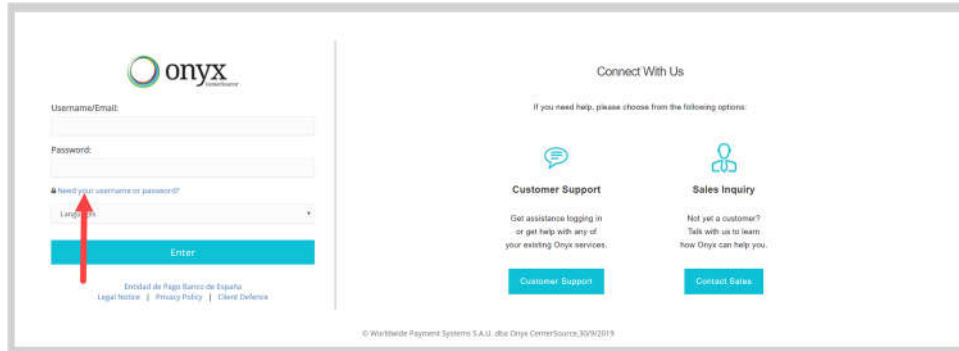
1.2 Advantages

- Administrative Work Saving: Hotels can check the data on the Network and to process “non-commissionable” information through the system.
- Free of charge commission claims handling.
- Optimization of the Banking Costs: Hotel transfers in their local currency (or major ones) and in most cases to a local bank.
- Control: Total control through your Network, historical data is stored for informative and control purposes.
- Personalized Support: International team, assistance in 8 languages.

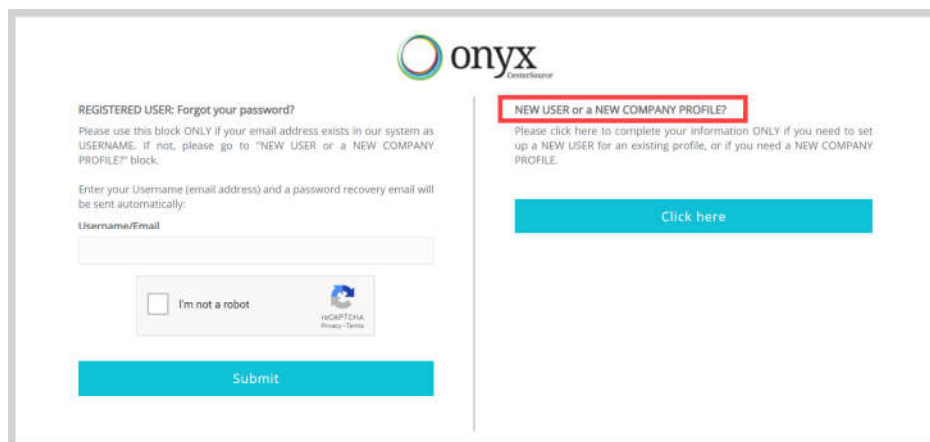
2. Logging In

2.1 First Time Users

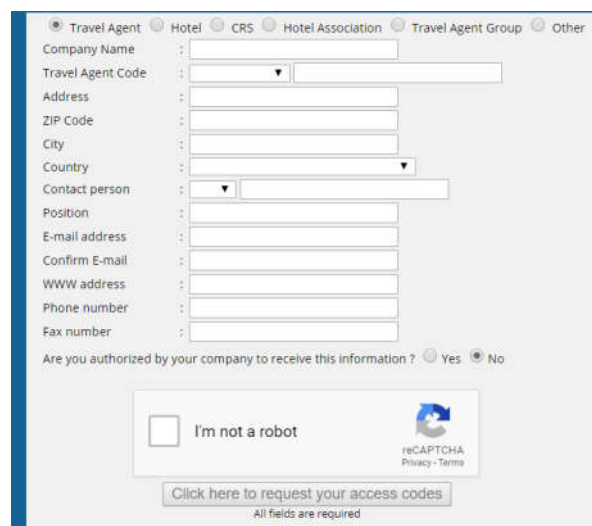
To create a login, go to: www.payments.onyxcentersource.com and click on **Need your username or password?** below the password field.



In the next screen that comes up, click on the hyperlink **Click here** below **New User or a New Company Profile?**



IMPORTANT: All fields in the below screen are required for set up.



If you leave any fields blank, an error message specifically stating what needs to be added will come up after you select the **Click here to request your access codes** button.

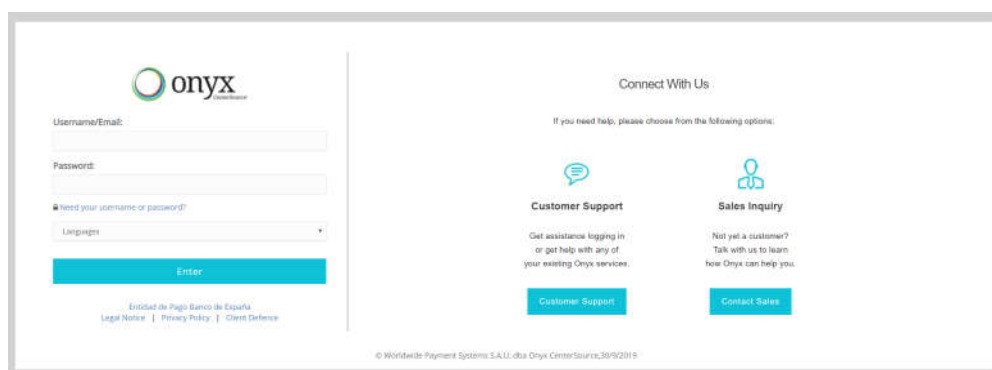
When all the required data has been entered, select the **Click here to request your access codes** button and you will receive a confirmation message.

Once your set up has been completed, you will receive an email with your access codes.

NOTE: This is not an automatic process! Your access code email will not go out until set up has been completed.

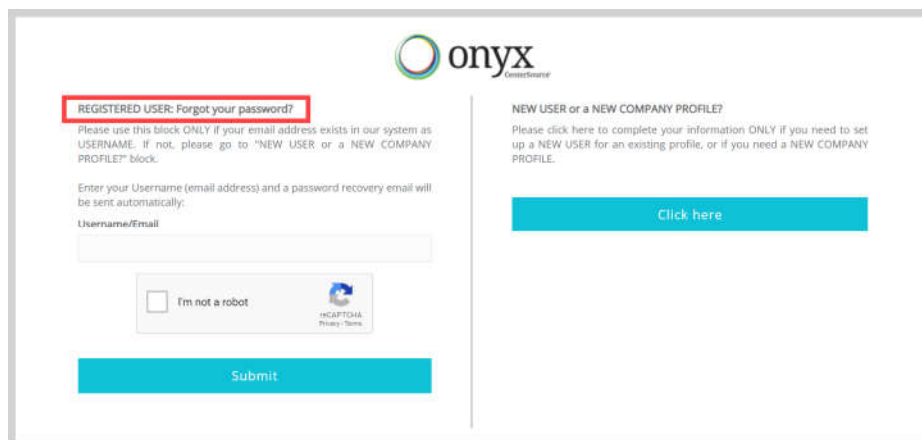
2.2 How to Log In

Go to: www.payments.onyxcentersource.com and enter the user name and password provided upon your registration completion and select **Enter**.

The screenshot shows the Onyx login page. On the left, there is a login form with fields for 'Username/Email:' and 'Password:'. Below these fields is a link that says 'Need your username or password?'. At the bottom of the form is a blue button labeled 'Enter'. To the right of the login form, there is a section titled 'Connect With Us' with two options: 'Customer Support' and 'Sales Inquiry', each with a corresponding icon and a blue button. The footer of the page includes copyright information for Worldwide Payment Systems S.A.U. and Onyx CenterSource, dated 30/9/2015.

2.3 Forgot Your Password?

From the main log-in page, click on **Need your username or password?** and then enter your email address. Make sure you select the box verifying you are not a robot and click **Submit**. An email will be sent to you shortly with instructions on setting up a new password for your log-in.

The screenshot shows the Onyx password recovery page. At the top, there is a red box around the text 'REGISTERED USER: Forgot your password?'. Below this, there is a text block explaining that the user should use this block only if their email address exists in the system as a USERNAME. If not, they should go to the 'NEW USER or a NEW COMPANY PROFILE' block. There is a text input field for 'Username/Email'. Below the field is a checkbox labeled 'I'm not a robot' and a CAPTCHA image. At the bottom is a blue button labeled 'Submit'. On the right side of the page, there is a section titled 'NEW USER or a NEW COMPANY PROFILE?' with a text block explaining that the user should click here to complete their information only if they need to set up a new user for an existing profile, or if they need a new company profile. There is a blue button labeled 'Click here'.

3. Home Page – Main Menu

Once logged in, menu options will be across the navigation bar at the top of the page and in the main part of your screen.



- Your Profile – Shows hotel property details and user configuration.
- Data Input – Allows for the review, approval and entering of commission payments.
- Payment Tracking – Check status of all commission payments.
- Communications – Communicate with any travel agents serviced by Onyx.
- Your Commission Claims – Check the status of claimed commissions.
- Data Mining – Obtain useful statistical analysis on all commission payments.

4. Your Profile

4.1 Hotel Details

Complete and update your hotel property's legal information. All fields with a  are mandatory. Once all updates have been made, click the **Save** button in the bottom of the screen.

Your Profile

Hotel Details | **User Configuration**

Hotel Name: HOTEL PROPERTY
Address: 456 HOTEL WAY
Country: UNITED STATES OF AMERICA
City: DALLAS
ZIP / Postal Code: 75001
Telephone: 9725551234
Fax:
[GDS Codes](#)

NIF: PT - 123456 
Legal Name: EXAMPLE LEGAL NAME 
Legal Address: 123 MAIN STREET 
Country: UNITED STATES OF AMERICA 
City: DALLAS 
ZIP / Postal Code: 75001 
Telephone:
Fax:


Proforma Recipient
Name: Example Contact Phone: 4695554321 Email: E.CONTACT@EMAIL.COM [Modify](#)

Other Contacts

Type	Name	Email	Phone	Insert
Proforma Recipient CC	DEMO CONTACT	D.CONTACT@EMAIL.COM	9725559876	
Proforma Recipient CC	CONTACT DEMO	C.DEMO@EMAIL.COM	9725556789	
				Insert

 Mandatory
 Contact Pending to be validated

[Save](#)

4.2 User Configuration

Allows the user to change their profile name, password, language they are viewing the app in and/or the date format. After any updates have been made, you must click the **Change** button in that section for the changes to take effect.

5. Data Input

5.1 Data Input Navigation

Within the Data Input section, there are 5 sub-menu items to choose from:

- Commission Check
- Commission Check Review
- Direct Data
- Direct Data – Non Commissionable
- Direct Data Review

5.2 Commission Check

The first sub-menu item under Data Input is Commission Check. This screen allows you to verify travel agencies' commission payments. To view the details of a specific commission line item, click on the Date or Association name.

Booking Date	Association	Currency	Type	Amount	Refunded	Amount
04/11/2019	DEMO HTL ASSOCIATION	EUR	Ta Commission	17,048.15	0	2,150.00
	Association	EUR	Ta Commission	2,080.00	0	0.00
	Association	EUR	Association Fee CHAIN	1,248.00	0	0.00

5.2.1 Check/modify commission details

Commission Check

TA Code: Booking Reference: Check-In: Client: Status: Order: Travel Agency: Search

Loading date: 09/17/2017 Association: DEMO WEB ASSOCIATION

TA Commission: Total 17,046.15 17,046.15

Click for TA details

TA Code	Booking Reference	Client	Travel Agency	Check-In	Check-Out	Booking	Commission	TVA	%	Amount	Status	Non Commissionable
2122665	AAA MED ATLANTIC TRAVEL AGENCY					EUR	500.00	0.00		0.00		
1234567	AAA MED ATLANTIC TRAVEL AGENCY			02/06/2017	02/07/2017	EUR	500.00	0.00	5.00	25.00		Not Commissionable
0366733	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	4,100.00	0.00	6.00	246.00		
333333	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	4,100.00	0.00	6.00	246.00		
0564935	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	5,000.00	0.00		0.00		
415895	AGENCIA GENERAL GDS			01/21/2017	01/23/2017	EUR	5,000.00	0.00	10.00	500.00		Not Commissionable
0561791	AGENCIA GENERAL GDS			01/21/2017	01/23/2017	EUR	5,000.00	0.00		0.00		
4038622	AGENCIA GENERAL GDS			01/22/2017	01/28/2017	EUR	1,500.00	0.00	10.00	150.00		Not Commissionable
1510996	AGENCIA GENERAL GDS			01/22/2017	01/28/2017	EUR	4,000.00	0.00		320.00		
405991	STRUPONAVES			01/23/2017	01/24/2017	EUR	1,600.00	0.00	8.00	128.00		
405998	STRUPONAVES			01/23/2017	01/24/2017	EUR	2,800.00	0.00	8.00	190.00		
1627413	AGENCIA GENERAL GDS			01/23/2017	01/24/2017	EUR	3,787.50	0.00		253.75		
449926	WATTAJAMMO MR			02/17/2017	02/17/2017	EUR	1,337.50	0.00	10.00	133.75		
445690	WATTAJAMMO MR			02/17/2017	02/18/2017	EUR	1,200.00	0.00	10.00	120.00		
462300	WATTAJAMMO MR			02/17/2017	02/18/2017	EUR	1,250.00	0.00	10.00	125.00		
2277941	AGENCIA GENERAL GDS			01/29/2017	01/31/2017	EUR	8,000.00	0.00		0.00		
417424	HENDERSCHENCHARD			01/29/2017	01/31/2017	EUR	8,000.00	0.00	10.00	800.00		Completed
1565148	WATTAJAMMO MR			01/29/2017	01/31/2017	EUR	8,000.00	0.00	10.00	800.00		

Once you are viewing the commission details, note some of the options you have:

TA Code: Booking Reference: Check-In: Client: Status: Order: Travel Agency: Search

Loading date: 09/17/2017 Association: DEMO WEB ASSOCIATION

Click for TA details

TA Commission: Total 17,046.15 17,046.15

Click for TA details

Page 1 of 3

- To the left, you have the option to print or export the list to Excel.
- The right side of the screen will show you how many pages of items you have. In this case there are 3 pages of data.
- In the middle, of the section, you will see the total amount of commission. This number will match what you saw on the main Commission Check page.
- To narrow down the amount of line items you are viewing, or if there is a specific item(s) you are needing, utilize the search functions in the navigation bar. You can search by TA Code, Booking Reference Number, Check in Date, Client or Status.
 - Click the drop down next to Status and you can choose from: Pay, Refuse or All.
- You can change the view of the data by clicking the drop down under Order. The default view is by Travel Agent, but you can also view by TA Code, Booking Reference, and Check In.

TA Code	Booking Reference	Client	Travel Agency	Check-In	Check-Out	Booking	Commission	TVA	%	Amount	Status	Non Commissionable
2122665	AAA MED ATLANTIC TRAVEL AGENCY					EUR	500.00	0.00		0.00		
1234567	AAA MED ATLANTIC TRAVEL AGENCY			02/06/2017	02/07/2017	EUR	500.00	0.00	5.00	25.00		Not Commissionable
0366733	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	4,100.00	0.00	6.00	246.00		
333333	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	4,100.00	0.00	6.00	246.00		
0564935	AGENCIA GENERAL GDS			01/29/2017	02/05/2017	EUR	5,000.00	0.00		0.00		

Pick the line item you want to view/update. The items in the beige lines will have a red + next to them, to view the details, click on the +. You will now see the TA information displayed below the name. To minimize the information, click the red - next to the client name.

TA Code	Booking Reference	Client	Travel Agency	Check-In	Check-Out	Booking	Commission	TVA	%	Amount	Status	Non Commissionable
2122665	AAA MED ATLANTIC TRAVEL AGENCY					EUR	400.00	0.00		0.00		
1234567	AAA MED ATLANTIC TRAVEL AGENCY			09/02/2017	09/02/2017	EUR	400.00	0.00	0.50	20.00		Not Commissionable
0366733	AGENCIA GENERAL GDS			09/02/2017	09/02/2017	EUR	6,100.00	0.00		410.00		
333333	AGENCIA GENERAL GDS			09/02/2017	09/02/2017	EUR	4,100.00	0.00	10.00	410.00		Not Commissionable
0564935	AGENCIA GENERAL GDS			09/02/2017	09/02/2017	EUR	6,000.00	0.00		600.00		

The line items in yellow can be edited one of two ways:

- Click on Booking Reference number or Client hyperlinks.
- In the Status field, click the Edit button

Either option will pop up the following screen. Any fields in white are available for edit, i.e. Check-in or out dates, Booking Amount, TVA Percentage, etc.

- If you Reject the item, you will need to select a Reason from the drop down: No Show, Cancelled, Non-Commissionable, Already Paid, Already Deducted or No Records.
- Once you have confirmed all details are correct, you much click on Accept!

Once all edits have been completed, go to the last page of your data. In this case, we will go to page 3. At the bottom, click on the **Continue** button, and you will be taken back to the Commission Check home screen.

5.2.2 Confirm and send payment details

Once back on the Commissions Check home page, click Send Payment Details for the line item you are sending payments for.

The next screen that comes up, Commission Details to be Sent, confirm the totals showing, then click the button on the bottom right of the screen **Confirm Details to be Sent**.

Once the details have been confirmed and submitted to Onyx, you will receive an e-mail notification informing your **Proforma** is available under Payment Tracking. On average, this notification may be received within two working days, but will vary based on property. See [Section 6.1](#) for more details.

onyx
CenterSource™

DEMO HOTEL

Proforma n°
Date : 21 September 2017

This is the PROFORMA for your last instructions :

	RATE	TOTAL
Payments to recipients		98.24 EUR
5 Onyx Fees	1.00	5.00 EUR
		TOTAL 103.24 EUR

Your outstanding proformas (available in your network under Payment Tracking - Proformas List) :

PROFORMA N°	DATE	AMOUNT
2562868	11/07/2017	1,044.00 EUR
2581349	07/08/2017	537.60 EUR
2612177	20/09/2017	349.77 EUR
		TOTAL OUTSTANDING 2,034.61 EUR

Please credit this amount to the following bank:

Bank name: CITIBANK EUROPE PLC SPAIN BRANCH
Bank address: JOSE ORTEGA Y GASSET 29 - PLANTA 4. MADRID, SPAIN
Account holder: WORLDWIDE PAYMENT SYSTEMS S. A.
Bank Code:
Bank Branch Code: 0000
Account Number:
Check Digits: 13
SWIFT:
IBAN:
Account currency: EUR

Please reference the proforma number when sending payment for a prompt identification and inform your bank that you are responsible for all bank charges.

A fast payment improves your business with travel agencies and other suppliers.

Onyx CenterSource

Worldwide Payment Systems S.A.U. dba Onyx CenterSource | INSUR Bldg. Diego Martínez Barrio 10, 4th floor 41013 Seville Spain |
Tel:+34.95.503.1400
VAT-EUR: ES A-41996679 | <https://www.payments.onyxcentersource.com>

5.3 Commission Check Review

The second sub-menu item under Data Input is Commission Check Review where you will find all of your commission batches that have been validated.

A search can be performed either by Proforma or specific date range. When you've entered the data to search on, click the **Search** button to the right of your screen.

onyx Your Profile Data Input Payment Tracking Communications Your Commission Claims Data Mining

Commission Check Commission Check Review Direct Data Direct Data - Non Commissionable Direct Data Review

DEMO HOTEL 2

Commission Check Review

Proforma: []

Date sent to Onyx CenterSource: From [] To []

[Search]

When the results appear, depending on the amount of data to pull up, in the upper and lower right side of the screen you will see how many pages of data is available.

At the end of each summary line is the "include in Proforma" column which itemizes the number of commissions you have accepted to pay.

To view the details of a specific line item, click on the specific validation date under Dates Sent to Onyx.

Commission Check Review

Performance:

Date sent to Onyx Center/Source:

From

01/01/2017

To

01/01/2017

14

15

2017

Click for details

Page 1 of 10

Date sent to Onyx	Booking Date	Description	Association	Currency	Type	Commission to be paid		Included in problem	Amount	Status	Action	
						Class	Total					
01/01/2017	01/1/2017		 Bravo Association	EUR	Ta Commission	215	27,851.97	10000000	168	27,851.97	0	Review
					Association Fee Check	215	2,656.05	1000002254	215	12,862.08	0	Review
01/01/2017	12/01/2016			EUR	Ta Commission	2	300.00		0	0.00	0	Review
01/01/2017	01/01/2016		DDWD WEB ASSOCIATION	EUR	Ta Commission	2	12,200.00		0	0.00	0	Review
01/01/2017	01/01/2016			EUR	Ta Commission	3	3,000.00		0	0.00	0	Review
01/01/2017	01/01/2016			EUR	Ta Commission	1	250.00		0	0.00	0	Review
01/01/2017	01/01/2016		DDWD WEB ASSOCIATION	EUR	Ta Commission	41	8,887.94		0	0.00	0	Review
01/01/2017	11/01/2016			GBP	Ta Commission	6	176.65		0	0.00	0	Review
01/01/2017	01/01/2016			GBP	Ta Commission	2	600.00		0	0.00	1	Review
01/01/2017	01/01/2016		DDWD WEB ASSOCIATION	GBP	Ta Commission	44	202,450.00		0	0.00	0	Review
01/01/2016	04/05/2016			JPY	Ta Commission	2	2,800.00		0	0.00	0	Review
01/01/2016	01/11/2016			JPY	Ta Commission	1	1,000.00		0	0.00	0	Review
01/01/2016	10/09/2016			GBP	Ta Commission	1	21.00		0	0.00	0	Review
01/01/2016	06/06/2016			GBP	Ta Commission	2	631.50		0	0.00	0	Review
01/01/2016	02/04/2016			EUR	Ta Commission	4	79.82		0	0.00	0	Review
01/01/2016	06/03/2016			EUR	Ta Commission	1	127.00		0	0.00	0	Review

Date sent to Onyx

Booking Date

Description

Association

Currency

Type

Class

Total

Problem

Included in problem

Amount

Status

Action

Page 1 of 10

This will bring up all previously validated commissions.

If looking for a specific line item, any of the fields in the top left of your screen. You can search by TA Code, Booking Reference, Travel Agency, Client, Check-In date or Date sent to Onyx. In addition, on the left of the navigation bar, you can change the order of your data view. The default is Travel Agency, or you can change it to Booking Reference.

TA Code

Travel Agency

Check In:

Priority

From

To

Reason

Booking Reference

Client

Date sent to client

Order by

Travel agency

Station

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5.4 Direct Data

This service enables the hotel to input commission payment information. The main Direct Data page has three different sections.

1. The top part of the page is where you will search for your Travel Agency
2. The middle part of the screen is a search function for commissions already entered. You can search by TA code, client name or check in date.
3. The bottom part of the screen is the list of commissions already entered.
 - On the left side of the screen you will see the option to print or export the list to excel.
 - On the right side, you will see how many pages of data are available. In this example, there are 3 pages of data.
 - Within each line item, there will be 2 or 3 icons on the right.    All line items will have the Correct Details and Delete icons, some will have an Add Client as well.

To search for the Travel Agency within the Onyx database you are paying commissions to, click the document icon next to TA CODE.

NOTE: If the Travel Agency is not in the database, you can enter the information manually.

Direct Data

TA Code: Agency Name: Address: City:
 ZIP / Postal Code: State: Country: Hotel Currency:
 Phone: Fax: Email: Agent Name:
 Booking Reference: Client Last Name: Client First Name: Check-In: Number of nights:
 IVA Amount: Comm %: Comm Amount: (1) (2) T.A. Invoice (if available): Invoice date:

Search by TA Code: Search by client name: Search by Check-In: From To

TA Code	Booking Reference	Client Name	Agency Name / Address / City / State / Country	Check-In	Check-Out	IVA Amount	Comm %	Agent Name	Comm Amount	T.A. Invoice
9127024				08/15/2013	08/16/2013		10.00		9.50 EUR	
96003795				04/06/2013	04/09/2013		10.00		10.00 EUR	
17201106				02/22/2013	02/23/2013		10.00		8.00 EUR	
				07/13/2013	07/15/2013		10.00		18.91 EUR	
				10/26/2013	10/27/2013		10.00		9.97 EUR	
811909				10/06/2013	10/22/2013		10.00		10.96 EUR	

In the popup you receive, enter the IATA associated with the agency (you may also search on the Agency name or the City or Country where the agency is located). Once you have entered the search information, click **Search**.

TA Code: Name:
 Town/City: Country:

Search

Page 1 of 1

TA Code: Travel Agency:

12345678

You will be taken back to the main Direct Data page, but the Travel Agency data will now be filled in at the top of the page. The section just below is open for you to add reservation details manually.

Direct Data

TA Code: Agency Name: Address: City:
 ZIP / Postal Code: State: Country: Hotel Currency:
 Phone: Fax: Email: Agent Name:
 Booking Reference: Client Last Name: Client First Name: Check-In: Number of nights:
 IVA Amount: Comm %: Comm Amount: (1) (2) T.A. Invoice (if available): Invoice date:

Send Payment details

New Client New Agency

Once the reservation information has been entered, you can click on the **New Client** on the bottom right of the section. This allows you to enter more commissions for this travel agency.

Or if necessary, you can click on the **New Agency** button to add a new travel agency and any corresponding commissions.

After all commissions have been entered, click the **Send Payment Details** button. You will then be asked to choose between “Commissions per Month” or “Send All”.

Direct Data

Send commission payment details

Commissions per Month Send all

Once the commission payment details has been sent, the record will be automatically displayed in the Direct Data Review page and the Proforma process will be started. See [Section 5.6](#) for more information.

5.5 Direct Data Non-Commissionable

The Direct Data Non-Commissionable page allows the hotel to include non-commissionable bookings in a payment. To pull up the correct Travel Agency and make a payment, follow the steps in the previous section, [5.4 Direct Data](#).

Direct Data - Non Commissionable

TA Code Agency Name Address City Country Hotel Currency Agent Name

Booking Reference Client Last Name Client First Name Check-in Check-out Number of nights Non-Commissionable

Search by TA Code Search by client name Search by Check-in From To Search

Booking Reference	TA Code	Agency Name / Address / City / State / Country	Check-in	Check-out	Agent Name	Non-Commissionable
123456789	12345	ABC Hotel / 123 Main St / New York / NY / USA	04/24/2016	04/24/2016	No Show	
987654321	67890	DEF Hotel / 456 Main St / Los Angeles / CA / USA	02/10/2017	02/15/2017	Already Deducted	
567890123	10110	GHI Hotel / 789 Main St / Chicago / IL / USA	01/01/2010	11/19/2010	No Show	
345678901	20202	JKL Hotel / 101 Main St / Miami / FL / USA	10/01/2016	10/04/2016	No Show	

5.6 Direct Data Review

The Direct Data Review allows you to see all the commissions that have been submitted via the Direct Data page.

For each list of commissions, there is a summary showing the number of commissions, amount to be paid, and a link to the Proforma document in which the commissions have been included.

To view the commissions entered via Direct Data, click on the validation date to your left under **Date sent to Onyx**.

Direct Data Review

Date sent to Onyx: From 11/2017 To 12/2017

Date sent to Onyx	Currency	Commissions to be paid	Included in proforma	Non-Commissionable
		Clients	Amount	Proforma
2017/12/01	EUR	1	255.00	0

Here you will see a summary of the commissions you entered via Direct Data. This is a view only screen, you will not be able to make any edits.

Direct Data Review									
TA Code:	Agency Name:	Currency:	Client Name:	Comm Amount:	Status:				
Check-in:	Check-out:	Date:	From:	To:	From:	To:			
From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017	From 01/01/2017 to 31/12/2017			
TA Code	Client Name	Check-in	Check-out	TA Amount	Comm %	Comm Amount	Non Commissionable	Agent Name	T.A. Invoice
8810756		24/09/2016	26/09/2016	0.00		15.00 EUR		26/11/2017	
300543		24/09/2016	27/09/2016	0.00		20.00 EUR		26/11/2017	
300543		25/09/2016	27/09/2016	0.00		20.00 EUR		26/11/2017	
2722833		15/12/2016	16/12/2016	0.00		200.00 EUR		26/11/2017	15/12/2016
Booking Reference	Client Name	Check-in	Check-out	TA Amount	Comm %	Comm Amount	Non Commissionable	Date	T.A. Invoice
TA Code	Agency Name / Address / City / State / Country								

6. Payment Tracking

With Payment Tracking, you can check on the status of your payments in real time. There are 5 sub-menus under Payment Tracking: Proformas List, Global Search, Onyx Invoices, 3rd Party Invoices and Pending Funds.

6.1 Proformas List

This is a list of all Proformas Onyx has listed for your property.

NOTE: There is a search bar where you can search by date, Proforma number and/or status if you are looking for a specific Proforma.

From this page you will not only see the Proforma number, but the Proforma's date, the amount of commission being paid to the Travel Agency, the Status of the Proforma and the Type (i.e. TA Commission, Fee Association, etc).

Status Types:

- *Paid*, this means, Onyx has already received the payment and they have paid the Travel Agency on the hotel's behalf.
- *Waiting for Funds* means Onyx has not received the hotel's payment yet.
- *Closing Payments* means Onyx has received the hotel's payment, but they have not yet paid the Travel Agency.

If you click on the Proforma number, you will be taken to the document.

Proformas list									
Search by proforma date:	Proforma N°:	Status:							
From 01/01/2017 to 31/12/2017									
Proforma N°	Date	Currency	Payments to travel agents	Onyx Fee	Total Amount	Status	3rd party invoice Booking Date	Type	
11203909	04/05/2017	EUR	27,852.97	237.00	28,140.97	Waiting for funds		TA Commission	
1118225	04/05/2017	EUR	10,892.98	0.00	10,892.98	Paid	10/05/2017	TA Commission	
1121203	05/13/2017	EUR	10,908.01	213.00	11,121.01	Paid		TA Commission	
1121176	07/09/2016	EUR	18,962.00	913.00	19,875.00	Closing payments		TA Commission	
1121708	05/04/2018	EUR	18,876.49	303.00	19,179.49	Cancelled		TA Commission	
Proforma N°	Date	Currency	Payments to travel agents	Onyx Fee	Total Amount	Status	3rd party invoice Booking Date	Type	
Total		EUR	84,892.41	1,326.00	86,268.97				

6.2 Global Search

You can run searches to track the status of your payments. You can perform a search based on Proforma number, TA Code, Travel Agency name, Client, Booking Reference number, status, Check-In date range and/or Proforma Date range.

Once you have entered your search criteria, click the **Search** button on the right side of your screen. Your results will show below the search bar. Results can be exported into Excel.

Proforma Invoice	TA Code / Travel Agency / Client / Check-In / Check-Out	V.A.T. Amount	Commissions	Status / T.A. Invoice
182103	05/13/2017		90.15 EUR	Paid
	05/24/2016	05/29/2016	90.15 EUR	

6.3 Onyx Invoices

Access your Onyx Invoices that will be available once proforma is paid and payment has been sent to the Travel Agencies on your behalf. If you do not see a specific invoice, utilize the search bar in the middle of the screen to search by Invoice date, Invoice number and/or Proforma number.

By clicking on the Invoice number on the right, it will bring up a copy of the document. (See the following subsections for examples). Within the document, not only can you view the information for each invoice, but you can print or save as well.

Invoice Nº	Proforma Nº	Date	Currency	Payments to travel agents
182103	182103	05/06/2017	EUR	12,500.00
182103	182103	05/09/2017	EUR	18,550.00
182103	182103	04/29/2017	EUR	18,676.40
182103	182103	05/29/2016	EUR	9.00
Total:			EUR	40,216.01

6.3.1 Onyx Invoice Example – Page 1, Summary

The first page will show information corresponding to the Proforma associated with this invoice.
The Proforma number will be listed below the property information.



HOTEL DEMO
ADDRESS DEMO
CITY DEMO
COUNTRY DEMO
VAT

Seville, 21 September 2017

Ref. Proforma N° 2612177

Dear :

Please find enclosed the following documents from your last payment:

Invoice n°: I1088339	EUR	14.00
Payment Report	EUR	335.77
TOTAL	EUR	349.77

If you required any further information, please do not hesitate to contact us.

Yours faithfully,

Onyx CenterSource

Page 1 of 3

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<https://www.payments.onyxcentersource.com> | support@onyxcentersource.com

6.3.2 Onyx Invoice Example – Page 2, Invoice

Page 2 is the actual invoice. On this page you will find the Invoice number in addition to the date of issue.



HOTEL DEMO

ADDRESS DEMO

CITY DEMO

COUNTRY DEMO

VAT

INVOICE

Invoice n°: 11088339

Date of Issue : 21 September 2017

Date of Services: 21 September 2017

QUANTITY	DESCRIPTION	RATE	1.00	AMOUNT	
14	Fees Charged per client's booking	EUR		EUR	14.00

SUBTOTAL	EUR	14.00
VAT (0%)	EUR	0.00
TOTAL	EUR	14.00

Thank you for your business

Page 2 of 3

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6.3.3 Onyx Invoice Example – Page 3, Payment Report

The third page (and additional pages if applicable), will show the summary of commissions paid through the Proforma related to the invoice.



HOTEL DEMO

ADDRESS DEMO

CITY DEMO

COUNTRY DEMO

VAT

PAYMENT REPORT

Invoice n°: I1088339

Tax Date : 21 SEP 2017

Agency Name	Client Name	Comm. Amount
		22.62 EUR
		26.80 EUR
		40.29 EUR
		8.46 EUR
		10.90 EUR
		61.00 EUR
		24.12 EUR
		40.20 EUR
		9.36 EUR
		10.86 EUR
		9.40 EUR
		9.36 EUR
		18.80 EUR
		43.60 EUR
		335.77 EUR

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6.4 Third Party Invoices

This section may include any 3rd party (associations, Travel Agency Invoices, Self-Invoices...) invoices issued to the hotels.

3rd Party invoices will only be uploaded by Onyx for those Entities who have an invoicing agreement with Onyx. To view a specific invoice, click on the invoice number.

NOTE: For those travel agencies who do not have an invoicing agreement with Onyx, you will need to request those invoices directly.

3rd party invoices

Invoice #	Date	TA Code	TA Name	Proforma N°
1000000724	05/14/2017			

Searching by "TA Name" you might find invoices including travel agency's details but issued to their legal name

6.5 Pending Funds

- **Non identified payments** are a list of payments Onyx has received and was able to associate to hotel profile, but the Proforma it should be going to has not been identified.
- **Balance on paid proformas** are a list of funds applied to corresponding proforma to pay, but it could have been under or over paid, so here you can see the balance.
- **Outstanding proformas** are a list of proformas still pending to be paid.
- **Click here to send a message indicating what to do with these funds.** Hotels have the option to contact Onyx to send instructions on how to allocate any of the Non-identified payments and/or any questions regarding those payments

Pending funds

You have an outstanding balance on one or more proformas: -1,316,693.24 TWD

You have non identified payments: 47,475.25 USD

[Click here to send a message indicating what to do with these funds](#)

Ref.	Hotel	Date	Amount
52964	HOTEL	17/01/2017	5,460.13 USD
53582	HOTEL	22/02/2017	10,947.45 USD
54083	HOTEL	22/03/2017	2,717.26 USD
54540	HOTEL	25/04/2017	2,793.49 USD
54973	HOTEL	23/05/2017	2,488.91 USD
57090	HOTEL	25/09/2017	7,630.96 USD
60814	HOTEL	25/04/2018	15,417.05 USD
Total			47,475.25 USD

Proforma	Hotel	Date	Total
2074453	HOTEL	24/11/2015	-71,214.75 TWD
2341084	HOTEL	29/07/2016	-3,849.16 TWD
2357405	HOTEL	29/06/2017	-739,384.56 TWD
2784151	HOTEL	11/06/2018	-502,244.77 TWD
Total			-1,316,693.24 TWD

Ref.	Hotel	Date	Amount
5296	HOTEL	17/01/2017	3,213.03 USD
5358	HOTEL	22/02/2017	5,843.09 USD
5408	HOTEL	22/03/2017	996.01 USD
Total			10,052.13 USD

7. Communications

The Communications tab allows the user to send a message to the Onyx Customer Service team by clicking on the **Standard Message** button, or **Promotional Message**.

To upload your commission file, click on the **Commissions List** button.

8. Your Commission Claims

Within the Commission Claims section, there are 5 sub-menu options to choose from.

- Pending Claims – Shows you outstanding commissions requested by travel agencies. To view specifics for each claim, click on the claim number.

Once the claims have pulled up, select a “Reason for commission refusal” from the drop down.

If you select: Already Paid, Paid to/under other TA Code (Via Onyx) or Paid under other Name (Via Onyx) as your “Reason for commission refusal”, there are mandatory fields regarding the payment details that will require information.

NOTE: For Already Paid, Paid to/under other TA Code (Via Onyx) and Paid under other Name (Via Onyx), if a 3rd party company was used to make the payment, and you do not know the exact payment date or method, please insert the date and method used to make the payment to the 3rd party.

The Payment Method refers to the method used to pay the Travel Agent, not the Commission Payer.

- **Already Paid** – All fields with a * are mandatory.

Travel Agency	ONYX PAYMENTS	Loading date	01/05/2017
Commission Data		Currency	EUR
Travel Agency (TA Code):	IATA0001 Travel Agents		
Client:	JOHNSON/MARY		
Check-In:	12/10/2017	Check-Out:	13/10/2017
Booking Amount:	1,200.00	Booking Reference:	2739478
Commission Percentage:	8.00	Commission Amount: *	120.00
TVA Amount:	0.00		
Reason for commission refusal:	Already Paid	Commission Payer: *	
Payment Method: *	Cheque	Payment Date: *	dd/mm/yyyy
Payment Reference: *			
Remarks:			
Cancel X		Accept ✓	

- **Paid to/under other TA Code (Via Onyx)** – All fields with a * are mandatory.

Travel Agency	ONYX PAYMENTS	Loading date	01/05/2017
Commission Data		Currency	EUR
Travel Agency (TA Code): *		Travel Agents	
Client:	JOHNSON/MARY		
Check-In:	12/10/2017	Check-Out:	13/10/2017
Booking Amount:	1,200.00	Booking Reference:	2739478
Commission Percentage:	8.00	Commission Amount: *	120.00
TVA Amount:	0.00		
Reason for commission refusal:	Paid to/under other TA Code (Via Onyx)		
Payment Method:	Cheque		
Remarks:			
Cancel X		Accept ✓	

- **Paid under other name (Via Onyx)** – All fields with a * are mandatory.

Travel Agency	ONYX PAYMENTS	Loading date	01/05/2017
Commission Data		Currency	EUR
Travel Agency:	IATA0001 DEMO TRAVEL AGENCY 1 ADDRESS 1 DEMO T/A - CITY 1, COUNTRY 1		
Client: *			
Check-In:	12/10/2017	Check-Out:	13/10/2017
Booking Amount:	1,200.00	Booking Reference:	2739478
Commission Percentage:	8.00	Commission Amount: *	120.00
TVA Amount:	0.00		
Reason for commission refusal:	Paid under other name (Via Onyx)		
Payment Method:	Cheque		
Remarks:			
Cancel X		Accept ✓	

- Global Search – Search function that allows you to search for claims already processed via Onyx.

Global Search

Search by TR Code: Travel Agency:

Travel Agency Name:

Check In: From: To:

Check Out: From: To:

Booking number:

Claim Ref.:

Search

- Claim Ref. List – List of claims already processed via Onyx.

Claim Ref. List

Claim Ref.:

Date: From: To:

Search

Claim Ref.	Date	Non-Validated Commissions	Validated Commission	Paid	In process	Refused
189	08/28/2017	0	0	1	0	0
12545	05/01/2017	1	0	0	0	2
12545	01/15/2017	0	0	18	0	7

DISCLAIMER: These are reservations for which the Travel Agencies are disputing a status given or payment sent by your hotel to them. Please validate accordingly in case you accept the disputes or select correct refusal reason in case you disagree on paying for it.

Page 1 of 1

- Claims Review – Provides access to detailed information of the commission claims. Click on the date under the **Date sent to Onyx** column for more detailed information.

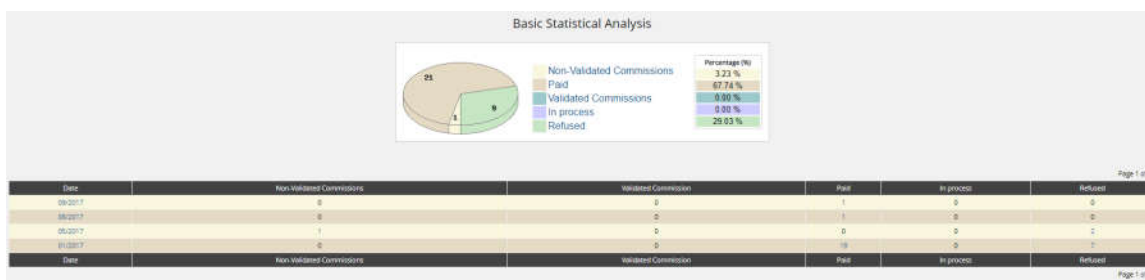
Claims Review

Page 1 of 1

Date sent to Onyx	Claim Ref.	Loading date	Currency	Commissions to be paid			Refused	
				Clients	Amount	Proforma	Clients	Amount
02/14/2017	12345	01/15/2017	EUR	3	113.40		7	0.00

Page 1 of 1

- Basic Statistical Analysis – Basic statistics about your commission claims. Clicking on a date will take you back to the Claims Review page.



9. Data Mining

Obtain useful statistical analysis of all payments processed through Onyx. There are two sub-menu options available for reporting: Basic Statistical Analysis and Advanced Statistical Analysis.

9.1 Basic Statistical Analysis

There are four different reports to run within Basic Statistical Analysis. To run a report, click on the specific button and a new screen will pop up with the corresponding report. Within the popup, in the upper right corner is the option to print a copy of the report.

Basic Statistical Analysis

payments per travel agency

payments per month

payments per country

nights per booking

- Payments per Travel Agency

Print  Exit 

Commissions per agent or group of agents

Travel agent and group of agents	Amount (EUR)	%	Travel agent and group of agents	Amount (EUR)	%
	105,209.44	9.94		5,042.57	0.48
	56,747.37	5.36		4,879.16	0.46
	29,171.49	2.76		4,790.06	0.45
	24,931.31	2.36		4,446.13	0.42
	18,281.04	1.73		4,435.01	0.42
	14,429.59	1.36		4,224.17	0.40
	13,814.64	1.31		4,019.78	0.38
	13,720.35	1.30		3,924.60	0.37
	11,401.93	1.08		3,796.28	0.36
	9,369.50	0.89		3,703.83	0.35
	8,814.53	0.83		3,552.74	0.34
	7,038.58	0.67		3,542.39	0.33
	6,940.31	0.66		3,389.70	0.32
	6,569.36	0.62		3,340.42	0.32
	6,027.19	0.57		3,285.67	0.31
	5,985.60	0.57		3,285.20	0.31
	5,944.81	0.56		3,070.40	0.29
	5,601.73	0.53		3,040.07	0.29
	5,587.42	0.53		2,850.06	0.27
	5,277.09	0.50		2,846.77	0.27
			TOTAL	1,058,275.23	

- Payments per Month – To view different year of data, click on the left/right arrow next to the year to adjust.

Print  Exit 

Payments per month

	◀ 2017		2016 ▶		Variation	
Month	Amount (EUR)	% TOTAL	Amount (EUR)	% TOTAL	Amount (EUR)	%
January						
February	144.24	0.30				
March						
April	21.64	0.04				
May			90.15	30.33		
June						
July	114.19	0.23	135.23	45.49	-21.04	-15.56
August	9,592.01	19.64				
September						
October	10,892.98	22.30				
November	2,006.87	4.11				
December	26,071.48	53.38	71.88	24.18	25,999.60	36,170.84
TOTAL	48,843.41		297.26		48,546.15	16,331.21

- Payments per Country - To view different year of data, click on the left/right arrow next to the year to adjust.

Print  Exit 

Payments per country

	◀ 2017		2016 ▶		Variation	
Country	Amount (EUR)	% TOTAL	Amount (EUR)	% TOTAL	Amount (EUR)	%
SPAIN	38,745.95	79.33				
SWITZERLAND	1,736.32	3.55	135.23	45.49	1,601.09	1,183.98
GREAT BRITAIN	1,430.41	2.93	71.88	24.18	1,358.53	1,890.00
UNITED STATES OF AMERICA	1,354.68	2.77	90.15	30.33	1,264.53	1,402.70
BRAZIL	1,210.44	2.48				
CANADA	1,094.44	2.24				
AUSTRALIA	840.09	1.72				
GERMANY	802.35	1.64				
ARGENTINA	601.01	1.23				
MEXICO	579.97	1.19				
VENEZUELA	447.75	0.92				
TOTAL	48,843.41		297.26		48,546.15	16,331.21

- Nights per Booking – To view different year of data, click on the left/right arrow next to the year to adjust.

Print 

Exit 

Nights per booking

	◀ 2017		2016 ▶		Variation	
Number of nights	Bookings	% TOTAL	Bookings	% TOTAL	Bookings	%
1	79.00	25.90				
2	58.00	19.02	3.00	60.00	55.00	1,833.33
3	98.00	32.13	2.00	40.00	96.00	4,800.00
4	39.00	12.79				
5	23.00	7.54				
6	7.00	2.30				
7	1.00	0.33				
8						
9						
10						
TOTAL	305.00		5.00		300.00	6,000.00

9.2 Advanced Statistical Analysis

To run a more customized reporting, utilize Advanced Statistical Analysis. You will see two sections: Select a previously defined graph and Customize Analysis.

Advanced Statistical Analysis



Select a previously defined graphic

- Average number of nights / Check-out month
- Average value of commission (EUR) / Travel agent
- Average value of commission amount (EUR) / Travel agent
- Average value of commission amount (EUR) / Travel agent
- Average value of commission amount (EUR) / Travel agent and group of agents
- Average value of commission amount (EUR) / Travel agent group
- Average value of commission amount (EUR) / Travel agent group
- Total value of commission amounts (EUR) / Travel agent



Customise Analysis

Start by clicking on “Select a previously defined graphic”. A screen will pop up with a list of charts for you to choose from.

NOTE: In the upper right corner of the pop up screen, you will see if there is more than one page of charts for you to view.

Exit 

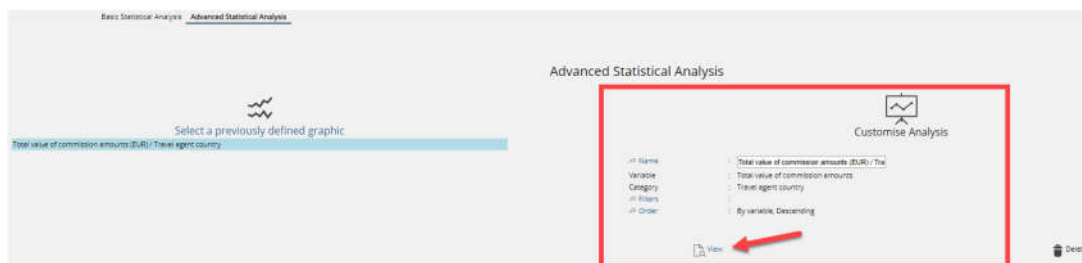
Page 1 of 3

Chart

- Average value of paid commission amount (AED) / Travel agent
- Average value of paid commission amount (AED) / Travel agent and group of agents
- Average value of paid commission amount (AED) / Proforma Invoice
- Average value of paid commission amount (AED) / Travel agent group
- Average value of paid commission amount (AED) / Check-in month
- Average value of paid commission amount (AED) / Check-out month
- Average value of paid commission amount (AED) / Travel agent country
- Total value of paid commission amounts (AED) / Travel agent
- Total value of paid commission amounts (AED) / Travel agent and group of agents
- Total value of paid commission amounts (AED) / Proforma Invoice
- Total value of paid commission amounts (AED) / Travel agent group
- Total value of paid commission amounts (AED) / Check-in month
- Total value of paid commission amounts (AED) / Check-out month
- Total value of paid commission amounts (AED) / Travel agent country
- Average number of nights / Travel agent

Proprietary and Confidential

Once a chart has been selected, you will be taken back to the main Advanced Statistical Analysis screen and you will now see information under Customize Analysis.



Click on View and your results will open in a new page where you can export and print the data.

Travel agent country	Total value of commission amounts
GREAT BRITAIN	233,485.27
UNITED STATES OF AMERICA	187,407.85
AUSTRALIA	131,119.77
CANADA	106,268.73
BRASIL	103,502.27
MEXICO	87,407.23
CANADA	79,407.23
UNITED KINGDOM	77,407.27
VENEZUELA	31,121.23
SPAIN	30,407.89
NETHERLANDS	22,919.89
ARGENTINA	10,985.85
ITALY	3,008.19
NORWAY	895.69
GERMANY	684.68
FRANCE	485.12
CHINA	477.34
BELGIUM	247.95
IRELAND	208.17
SINGAPORE	109.28
OTHERS	1,287.12
TOTAL	1,985,970.23

10. Onyx Contact Details

Operational Office:

INSUR Bldg. Diego Martínez Barrio 10, 4th floor. 41013 Seville, Spain

Tel: +1 888 417 4811

Help? Click on the envelope icon in the top right corner of your menu bar.

www.payments.onyxcentersource.com

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EXAMPLE PROPERTY Service Desk

Submit a new Request

Subject: [Text Box]

Description: [Text Box]

Please select email that will be used when responding to this request

Email: [Dropdown Menu]

Attachments

Attach File | Choose File | No file chosen

Send