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.

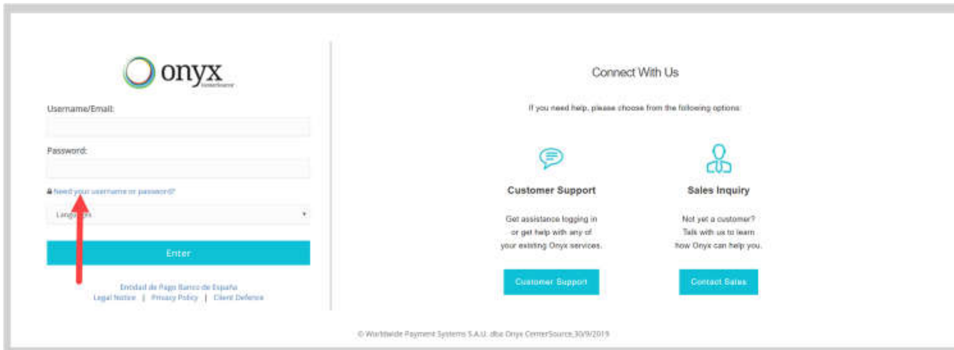
1.2 Advantages

- 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.

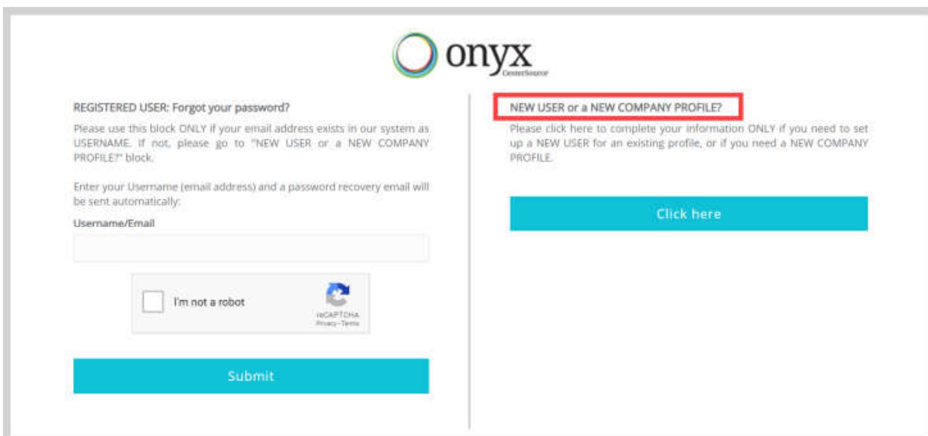
2. Logging In

2.1 First Time Users

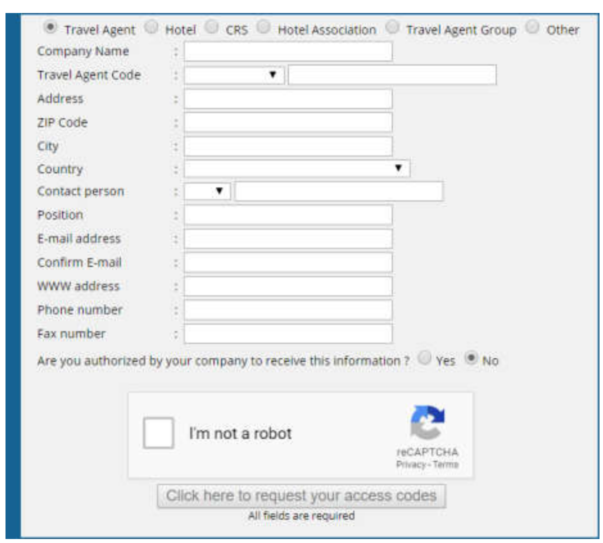
To create a login, go to: www.payments.onyxcentersource.com and click on ***Need your username or password?*** below the password field.



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.

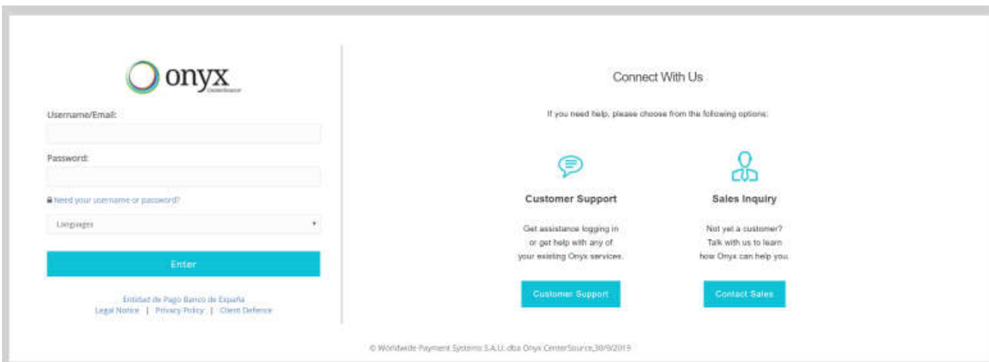
When all the required data has been entered, select the ***Click here to request your access codes*** button and you will receive a confirmation message.

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.*

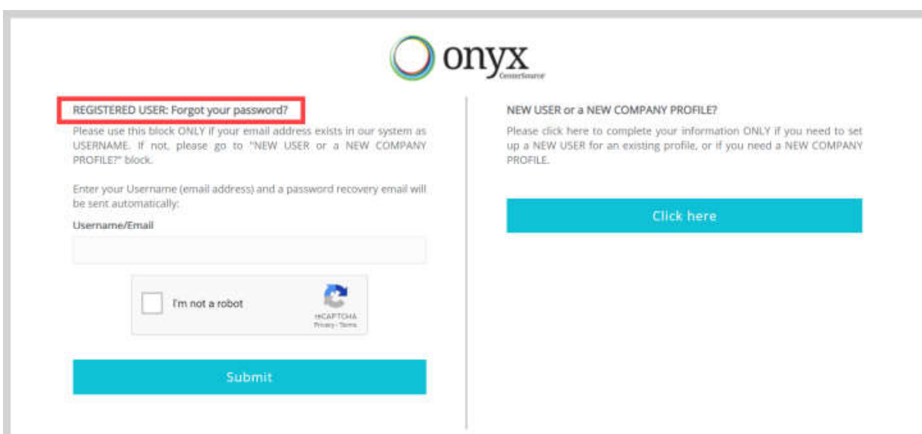
2.2 How to Log In

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



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.



3. Home Page – Main Menu

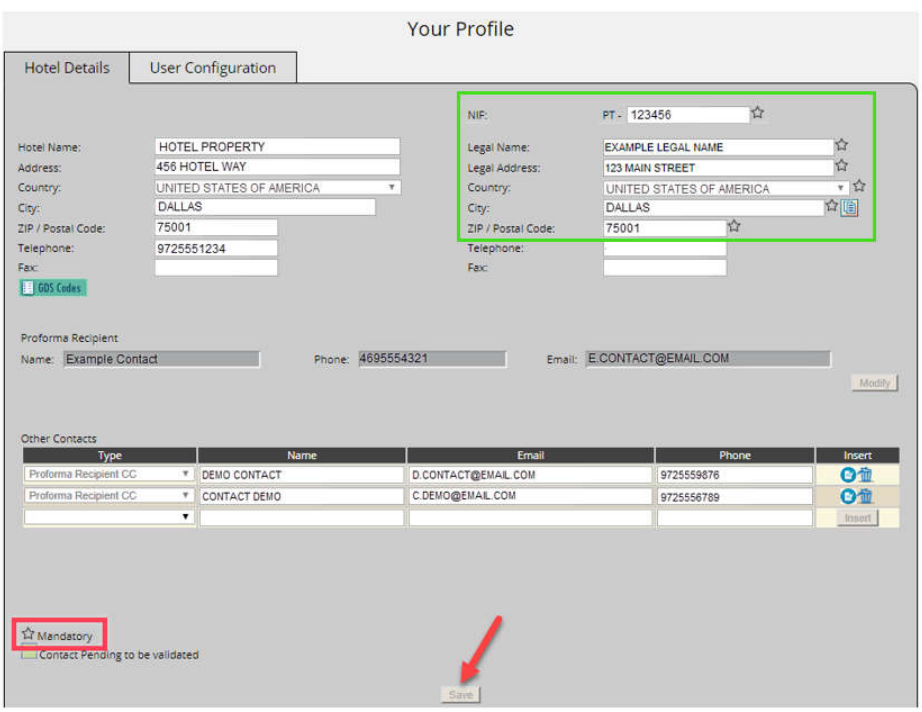
Once logged in, menu options will be across the navigation bar at the top of the page and in the main part of your screen.

- 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

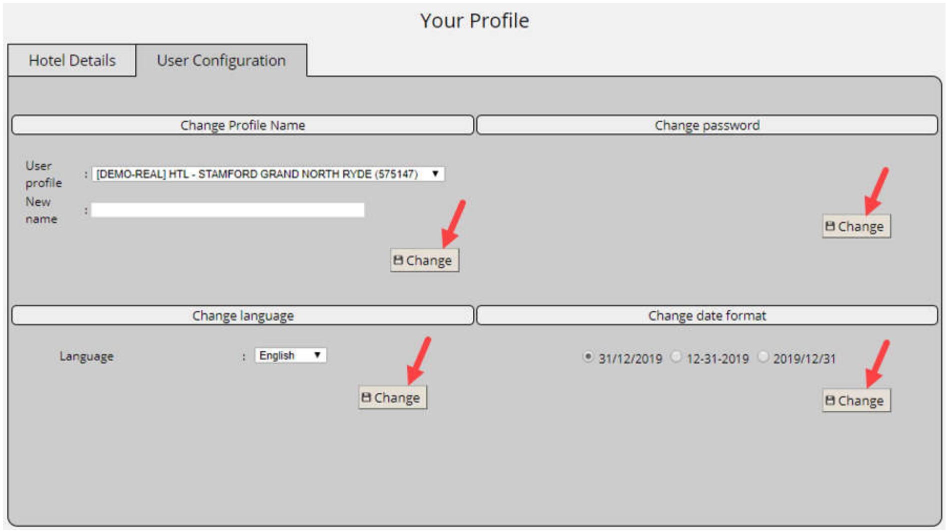
4.1 Hotel Details

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.



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

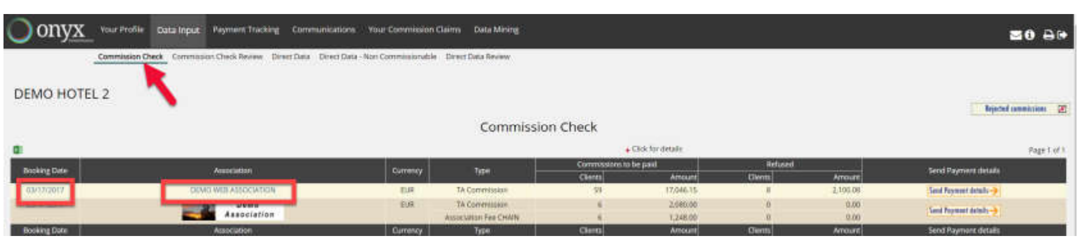
5.1 Data Input Navigation

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

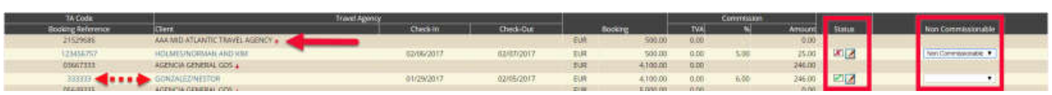
The first sub-menu item under Data Input is Commission Check. This screen allows you to verify travel agencies' commission payments. To view the details of a specific commission line item, click on the Date or Association name.



5.2.1 Check/modify commission details

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

- 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.



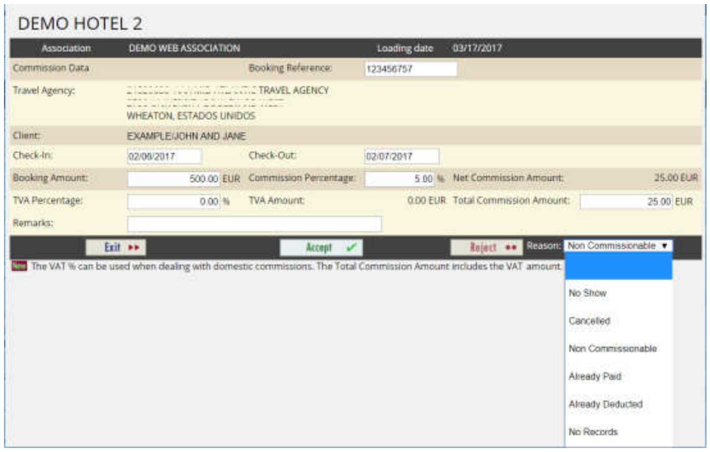
Pick the line item you want to view/update. The items in the beige lines will have a red + next to them, to view the details, click on the +. You will now see the TA information displayed below the name. To minimize the information, click the red – next to the client name.

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

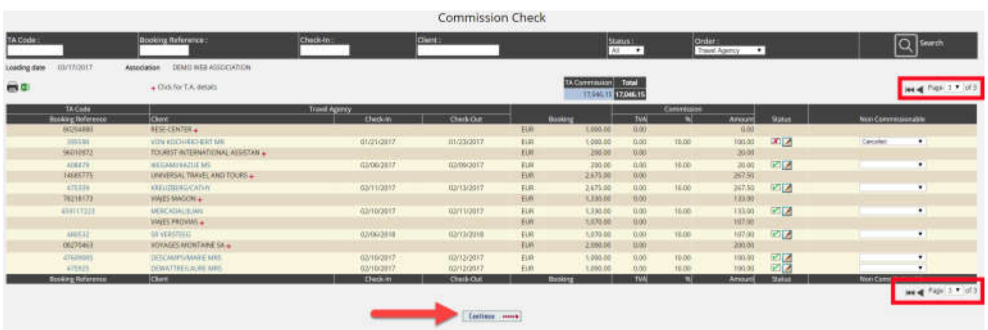
1. Click on Booking Reference number or Client hyperlinks.
2. In the Status field, click the Edit button

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!

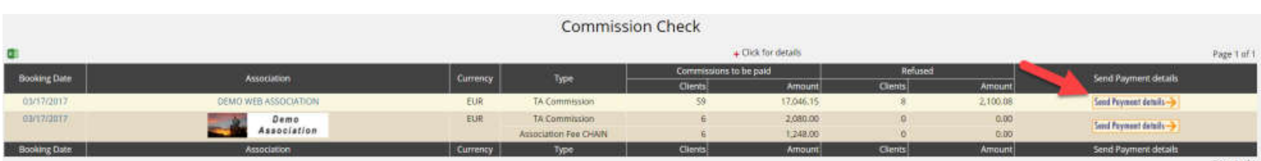


Once all edits have been completed, go to the last page of your data. In this case, we will go to page 3. At the bottom, click on the ***Continue*** button, and you will be taken back to the Commission Check home screen.



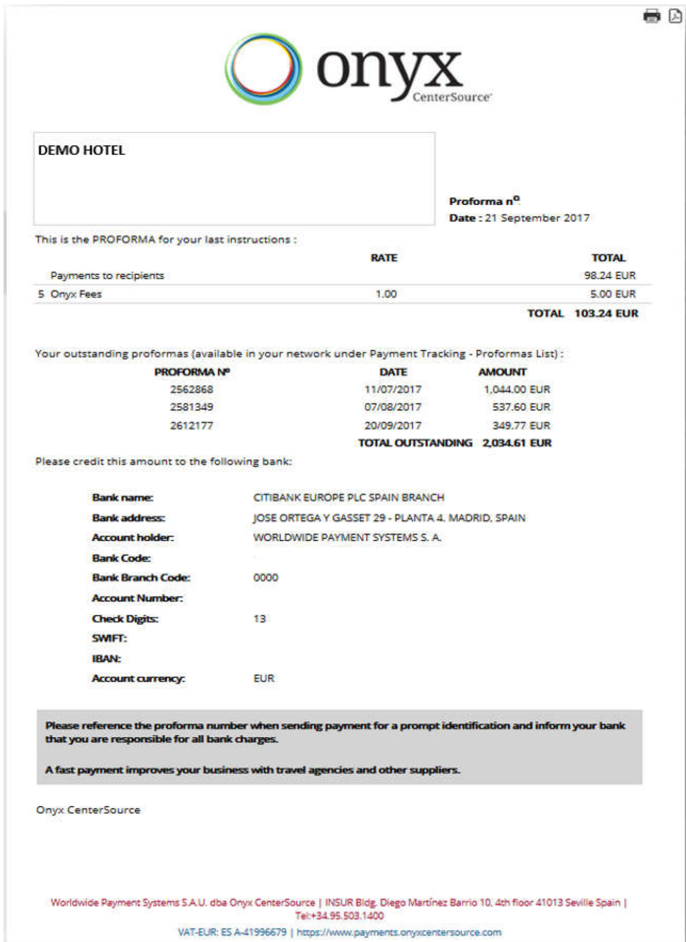
5.2.2 Confirm and send payment details

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 nº
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 Nº	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

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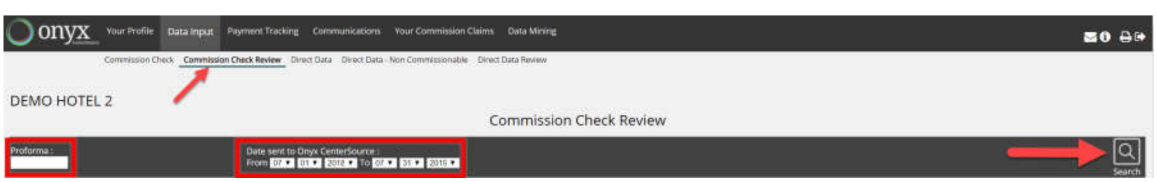
VAT-EUR: ES A-41996679 | https://www.payments.onyxcentersource.com

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.

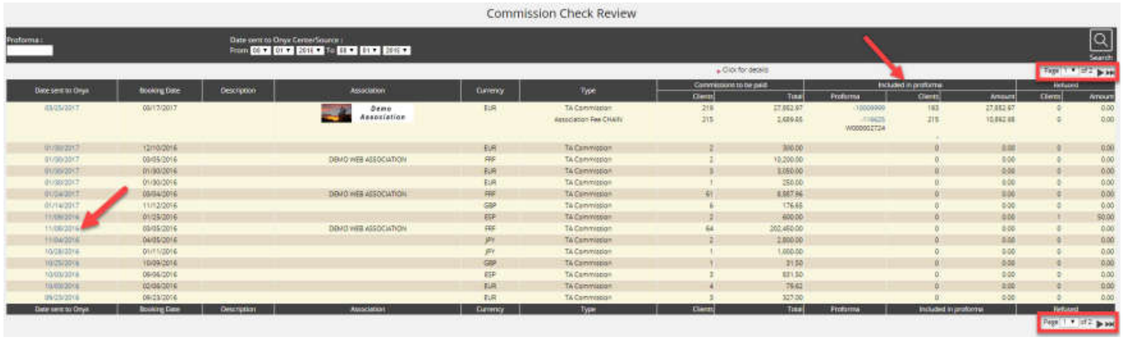
A search can be performed either by Proforma or specific date range. When you've entered the data to search on, click the ***Search*** button to the right of your screen.



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.



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.

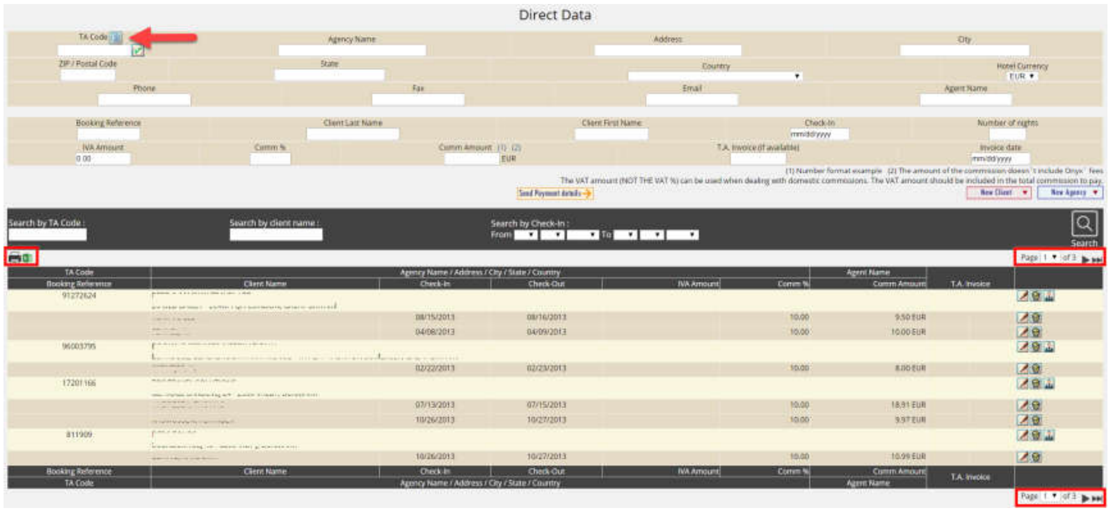
5.4 Direct Data

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

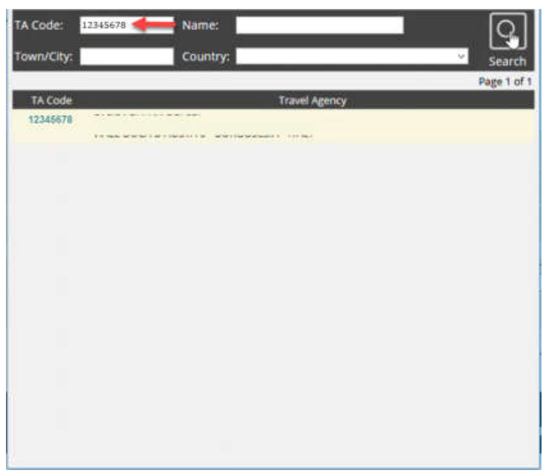
1. The top part of the page is where you will search for your Travel Agency
2. The middle part of the screen is a search function for commissions already entered. You can search by TA code, client name or check in date.
3. The bottom part of the screen is the list of commissions already entered.
    - 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.*



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***.

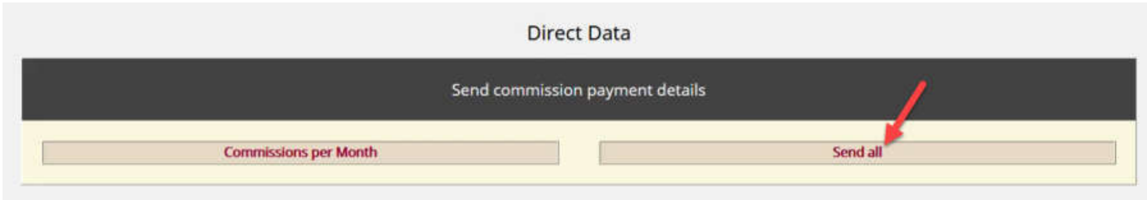


You will be taken back to the main Direct Data page, but the Travel Agency data will now be filled in at the top of the page. The section just below is open for you to add reservation details manually.

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.

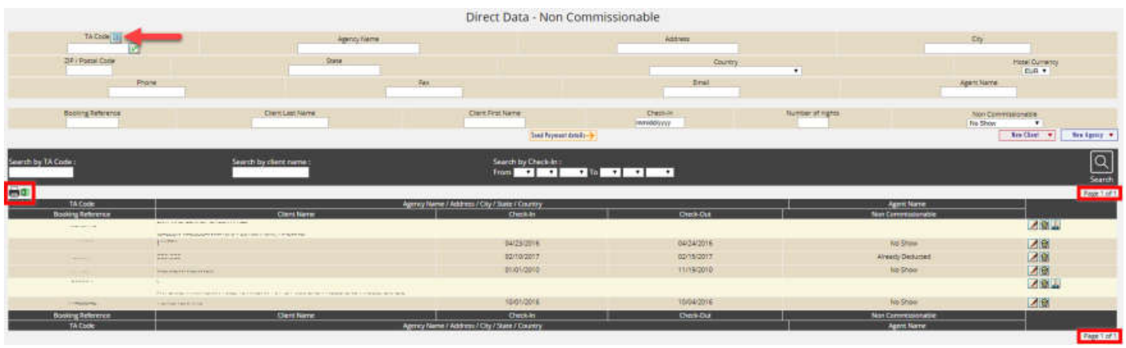
After all commissions have been entered, click the ***Send Payment Details*** button. You will then be asked to choose between “Commissions per Month” or “Send All”.



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.



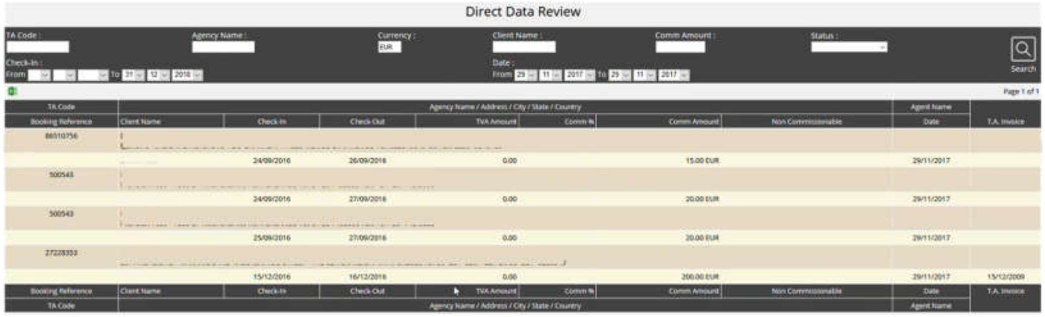
5.6 Direct Data Review

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***.

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.



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.

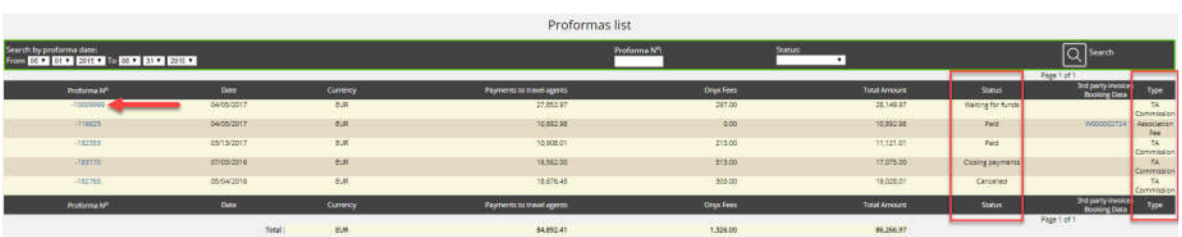
> ***NOTE:*** *There is a search bar where you can search by date, Proforma number and/or status if you are looking for a specific Proforma.*

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:

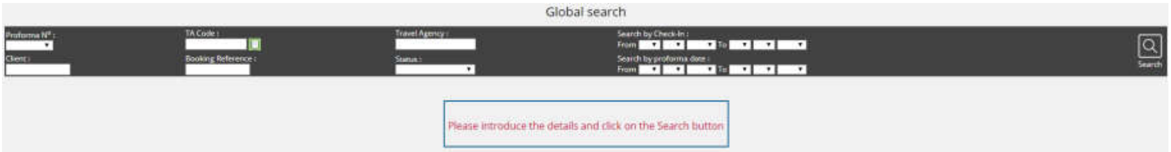
- *Paid*, this means, Onyx has already received the payment and they have paid the Travel Agency on the hotel's behalf.
- *Waiting for Funds* means Onyx has not received the hotel's payment yet.
- *Closing Payments* means Onyx has received the hotel's payment, but they have not yet paid the Travel Agency.

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

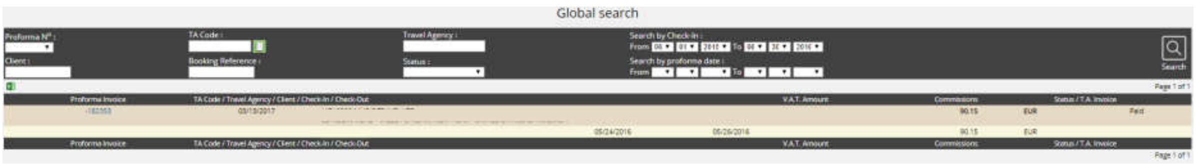


6.2 Global Search

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.



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.

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.

onyx CenterSource

HOTEL DEMO
ADDRESS DEMO
CITY DEMO
COUNTRY DEMO
VAT

Seville, 21 September 2017

Ref. Proforma Nº 2612177

Dear :

Please find enclosed the following documents from your last payment:

Invoice nº: 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

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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.

onyx
CenterSource

HOTEL DEMO
ADDRESS DEMO
CITY DEMO
COUNTRY DEMO
VAT

INVOICE

Invoice nº: I1088339
Date of Issue : 21 September 2017
Date of Services: 21 September 2017

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

onyx CenterSource

HOTEL DEMO
ADDRESS DEMO
CITY DEMO
COUNTRY DEMO
VAT

PAYMENT REPORT

Invoice nº: 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

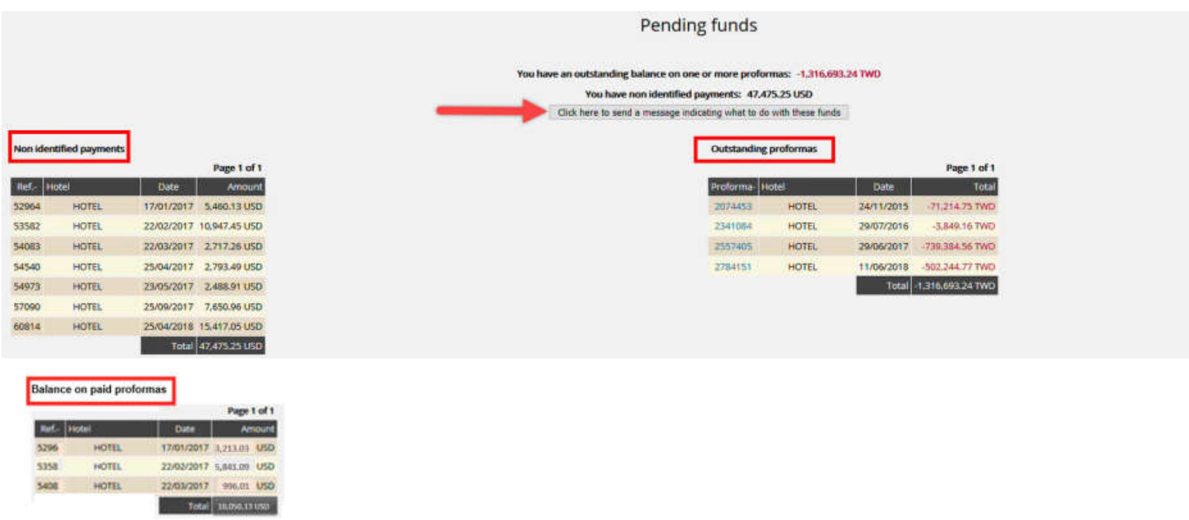
This section may include any 3rd party (associations, Travel Agency Invoices, Self-Invoices…) invoices issued to the hotels.

3rd Party invoices will only be uploaded by Onyx for those Entities ho 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.*

6.5 Pending Funds

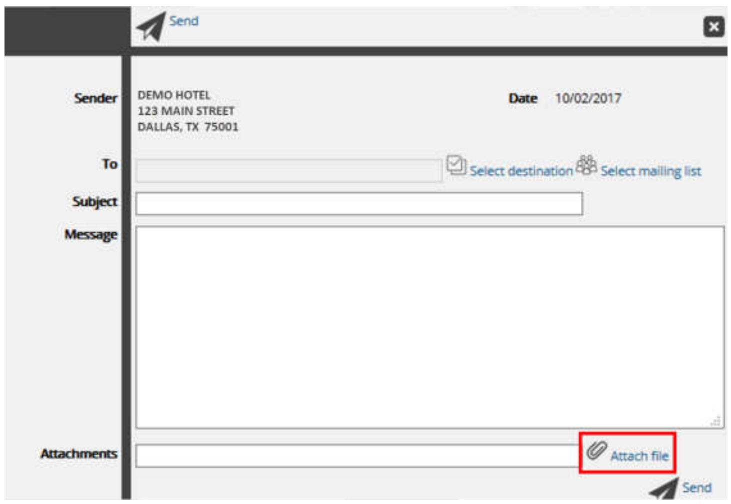
- **Non identified payments** are a list of payments Onyx has received and was able to associate to hotel profile, but the Proforma it should be going to has not been identified.
- **Balance on paid proformas** are a list of funds applied to corresponding proforma to pay, but it could have been under 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



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.

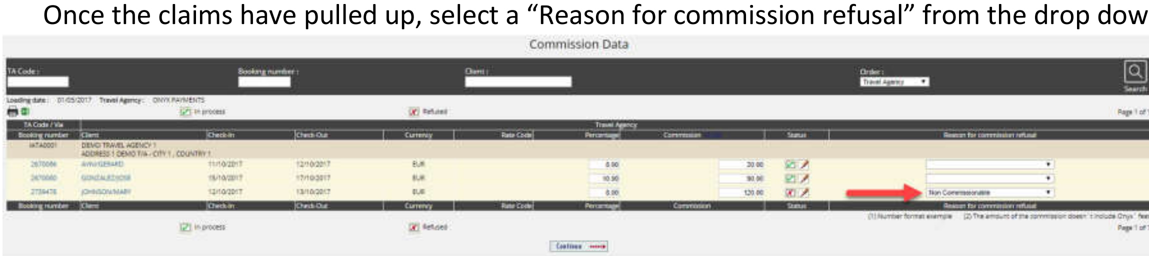


8. Your Commission Claims

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.

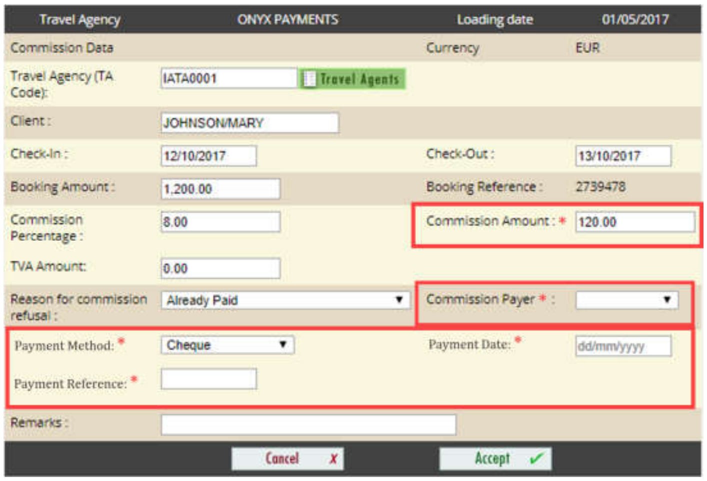


If you select: Already Paid, Paid to/under other TA Code (Via Onyx) <u>or</u> Paid under other Name (Via Onyx) as your "Reason for commission refusal", there are mandatory fields regarding the payment details that will require information.

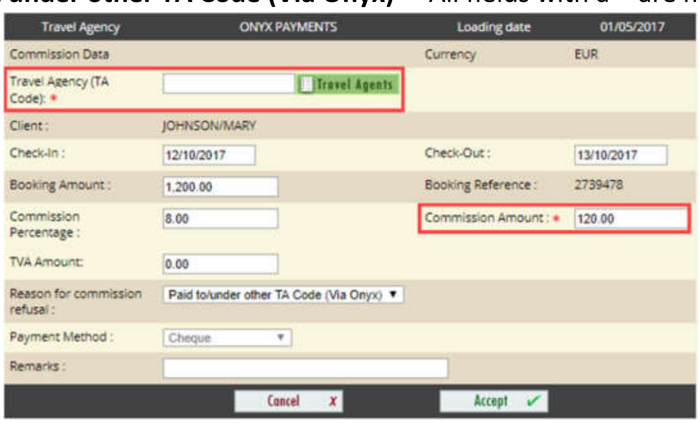
***NOTE:** For Already Paid, Paid to/under other TA Code (Via Onyx) <u>and</u> Paid under other Name (Via Onyx), if a 3rd party company was used to make the payment, and you do not know the exact payment date or method, please insert the date and method used to make the payment to the 3rd party.*

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

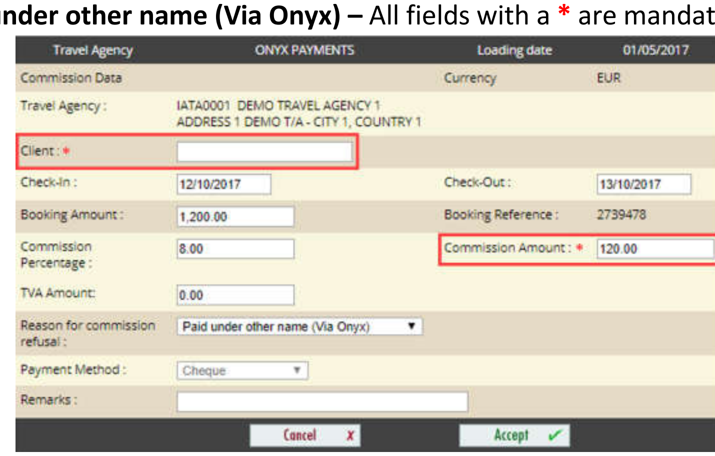
- **Already Paid –** All fields with a * are mandatory.



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

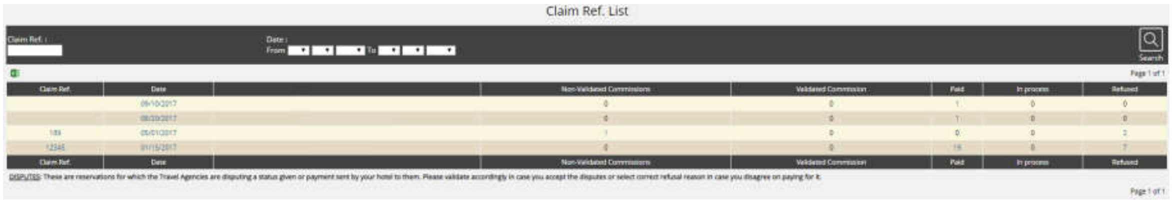


- **Paid under other name (Via Onyx) –** All fields with a * are mandatory.



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

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



- 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.

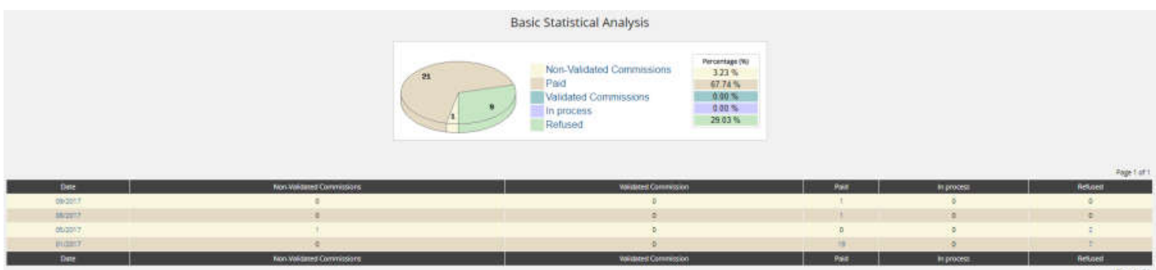
Claims Review

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
Date sent to Onyx	Claim Ref.	Loading date	Currency	Clients	Amount	Proforma	Clients	Amount

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.

- 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

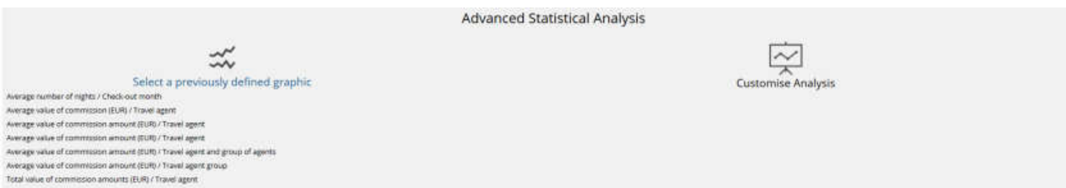
	◀ 2017		2016 ▶		Variation	
Country	Amount (EUR)	% TOTAL	Amount (EUR)	% TOTAL	Amount (EUR)	%
SPAIN	38,745.95	79.33				
SWITZERLAND	1,736.32	3.55	135.23	45.49	1,601.09	1,183.98
GREAT BRITAIN	1,430.41	2.93	71.88	24.18	1,358.53	1,890.00
UNITED STATES OF AMERICA	1,354.68	2.77	90.15	30.33	1,264.53	1,402.70
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.

	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.



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.*

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.

10. Onyx Contact Details

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