

**nh** | HOTEL GROUP  
PART OF **MINOR**  
HOTELS

# COMMISSIONS PAYMENT PROCESS

# NH HOTEL GROUP AND ONYX CENTERSOURCE BRING ADDITIONAL BENEFITS TO YOU:



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



Making invoice processing easier and with an intuitive user-friendly payments platform.



Increasing speed of commission payments between travel distributors and hotels.



All payments are made within 45 days from the moment the hotel validated the commission claim.



Commissions Care Center and Onyx Support Service can help you with any queries in relation to commission payments.

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

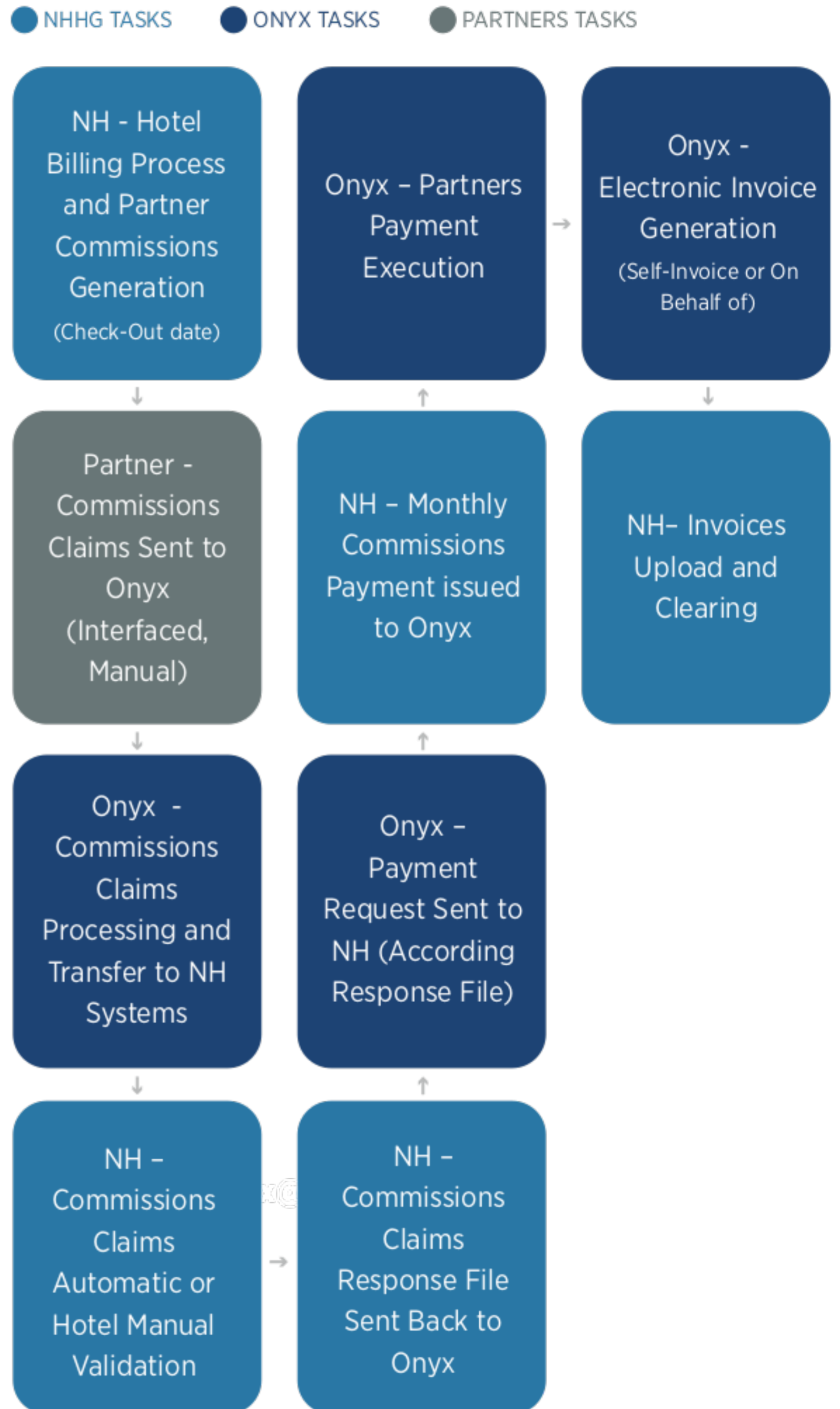
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## COMMISSIONS PAYMENTS BASIC CONCEPTS

- This process applies to the NHHG transient & M&E gross commissions partners (OTA's, Travel Agencies, Event Planners, etc)
- The complete process, from partner Commissions Claims to NHHG Payment is centralized and automatically interfaced through Onyx CenterSource.
- All the partners have to be registered in Onyx CenterSource platform to claim a commission. Once the adherence process is completed the partner has two possibilities to upload the commissions claims in Onyx platform.
  - Define and automatic integration between the Partner and Onyx systems.
  - Manual upload of commissions claims in Onyx CenterSource platform by the partner.
- All the Onyx necessary services to collect a NHHG commissions payment are free of charge.
- No more commissions invoices have to be sent to NHHG PO Box. All the commissions paid will be automatically self-invoiced by Onyx.
- NH Hotel Group has defined the Commissions Care Center (onyx@nh-hotels.com) to help and guide all our partners in the commissions claim & collect process, so all the process doubts or commissions payment disputes will be kindly managed and solved.

## COMMISSIONS PAYMENTS PROCESS

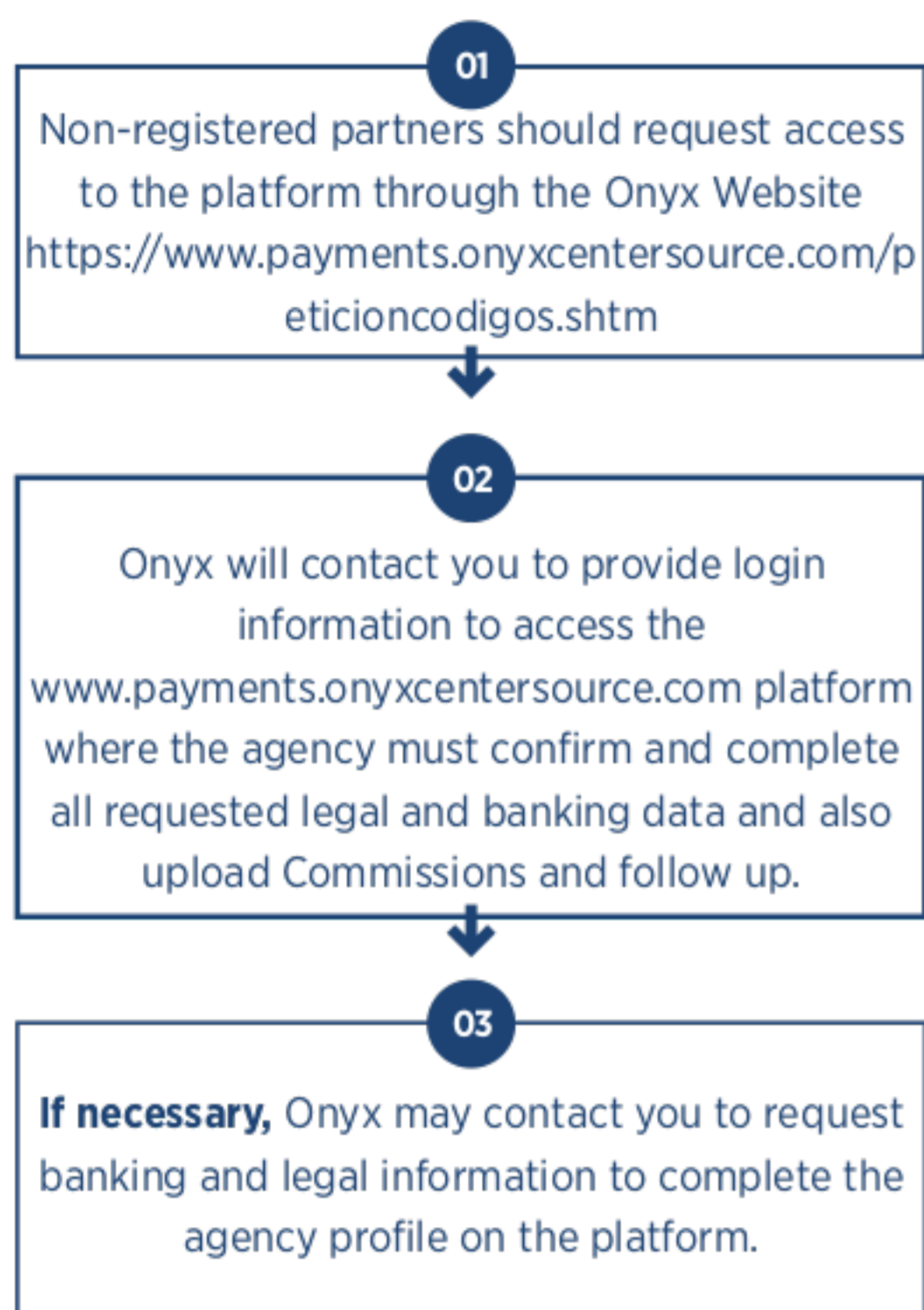
“Voucher Code” for Transient Reservations and “Booking File” number for M&E (included in all the NH contracts and Invoices) will be the referential matching codes to validate the partner claimed commission with the NH internal data and therefore speed up the payment of the commissions.



Centralized team to solve partners commissions disputes and support them with the new NH Commissions Payment Model

## WHAT SHOULD AGENCIES DO IF THEY'RE NOT REGISTERED ON THE ONYX PLATFORM?

### TRAVEL AGENCIES NOT MEMBERS OF ONYX CENTER SOURCE PAYMENTS



### THE CONTACT SERVICES FOR NEW AGENCIES:

#### Commissions Care Center

Onyx@nh-hotels.com

A centralized NH service where clients clarify queries on commissions payments and claims.

#### ONYX Support Service

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

Main: +1 888 417-4811

Registering of new agencies on the Onyx platform.

Queries/Negotiation of invoicing model and management of Onyx payments.

Operational platform user queries for management of Onyx commissions (browsing, available functionality, ...)

## WHAT SHOULD AGENCIES DO IF THEY'RE ALREADY REGISTERED ON THE ONYX PLATFORM?

	Payments	Claims	Customer service support
SURE PAY	Payments and information have been agreed in the contract signed for this service.	Commission inquiries can be uploaded from your usual portal <a href="https://portal.onyxcentersource.com/">https://portal.onyxcentersource.com/</a> using the option "create inquiry batches" except for MICE reservations, which need to be submitted at <a href="http://www.payments.onyxcentersource.com">www.payments.onyxcentersource.com</a>	<a href="https://www.onyxcentersource.com/need-assistance/">https://www.onyxcentersource.com/need-assistance/</a> Main: +1 888 417-4811
RECOVERPRO	Payments and information have been agreed in the contract signed for this service.	There is a process agreed between the agency and RecoverPro service for processing claims. Please follow the usual process for any claim, except for MICE reservations, which need to be submitted at <a href="http://www.payments.onyxcentersource.com">www.payments.onyxcentersource.com</a>	<a href="https://www.onyxcentersource.com/need-assistance/">https://www.onyxcentersource.com/need-assistance/</a> Main: +1 888 417-4811
NON MEMBER OF THE ABOVE	Payment will be processed following instructions received from the agency in <a href="http://www.payments.onyxcentersource.com">www.payments.onyxcentersource.com</a>	Agencies can open claims via <a href="http://www.payments.onyxcentersource.com">www.payments.onyxcentersource.com</a> under your Commission Claims-Direct data. In case more than 100 records to be claimed they can contact us via <a href="https://www.onyxcentersource.com/need-assistance/">https://www.onyxcentersource.com/need-assistance/</a> and we will provide agencies with instructions about how to complete the file.	<a href="https://www.onyxcentersource.com/need-assistance/">https://www.onyxcentersource.com/need-assistance/</a> Main: +1 888 417-4811

## FAQs

### **WHAT KIND OF TRAVEL AGENCIES OR EVENT ORGANIZERS CAN RECEIVE COMMISSION PAYMENTS FROM NH HOTEL GROUP?**

Any travel agency can receive a payment from NH Hotel Group as long as it is correctly identified on the Onyx platform.

### **ARE THERE ANY CHARGES FOR THIS SERVICE?**

This service is free of charge.

### **WHEN WILL NH HOTEL GROUP BEGIN PAYING COMMISSIONS VIA ONYX?**

NH Hotel Group via Onyx CenterSource will commence paying commissions invoiced for events and hotel stays from 1st January 2017.

### **HOW OFTEN ARE COMMISSIONS PAID?**

This depends on payment instructions from travel agencies. By default, unless stated otherwise, all payments are made in under 45 days from commissions upload, subject to confirm there are not discrepancies.

### **HOW CAN I LOAD OR UPDATE MY TRAVEL AGENCY INFORMATION IN YOUR SYSTEM?**

New travel agencies or event organizers should contact Onyx through the Onyx Support Service ([clientsupport@onyxcentersource.com](mailto:clientsupport@onyxcentersource.com)). Onyx will request legal, banking and any other additional information to complete your profile. A user and password will be provided so you can access the **[www.payments.onyxcentersource.com](http://www.payments.onyxcentersource.com)** platform, where you can confirm or complete your profile information, register and follow-up commissions.

### **WHERE CAN I CHECK WHETHER OR NOT THE PAYMENT HAS BEEN MADE?**

If your agency is a "RecoverPro" customer, please visit: **<https://reporting.onyxcentersource.com/>**

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If your agency is a "Sure Pay" customer please visit: **<https://portal.onyxpayments.com/>**

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If your agency is not a customer of any of the above services, please visit: **[www.payments.onyxcentersource.com](http://www.payments.onyxcentersource.com)**

### **HOW CAN I CLAIM AN UNPAID COMMISSION?**

Please refer to info in "Customer service support" section at the bottom of page 3.

### **HOW LONG DO I HAVE TO WAIT TO CLAIM AN UNPAID COMMISSIONS?**

Onyx recommend that travel agencies wait at least 45 days from check out date, before making a claim, in order to allow the standard payment process to take place.

### **WHERE SHOULD I SEND MY INVOICES?**

Onyx will be sending the invoices either on behalf of the hotel or the travel agencies, therefore you do not need to send invoices anymore to NH PO box.

**ARE MANAGEMENT FEES, FOR BOOKINGS AND OTHER SIMILAR ITEMS, ALSO PAID THROUGH ONYX CENTERSOURCE?**

No. Management fees are treated separately to commissions. The agent should send the corresponding invoice through the normal channels.

**WHO CAN I CONTACT WITH QUESTIONS REGARDING WHERE TO PROCESS CLAIMS, PAYMENTS OR TECHNICAL PROBLEMS WITH THE COMMISSIONS PLATFORM?**

Please refer to info in "Customer service support" section (at the bottom of page 3) for agencies already working with Onyx.

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