🛎 MOTEL COACH

✅ Standard Operating Procedure (SOP): End-of-Month Booking.com Invoice Check

A Motelcoach.com resource created on 20/06/2025 01:20 PM (AEST)

Purpose: To verify and reconcile your Booking.com commission invoice at the end of each month to ensure charges are correct and match actual bookings.

Who Should Use This: Front desk staff, owners, or managers new to the motel industry.

Step-by-Step Guide – Booking.com

1. **Log In to Booking.com Extranet**
   Go to admin.booking.com. Use your property login credentials.
2. **Navigate to the Finance Tab**
   Click **Finance** > **Invoices**.
3. **Download the Monthly Invoice**
   Find the invoice for the current month. Click **Download (PDF or CSV)**.
4. **Print the Invoice (Optional)**
   Have a physical copy to tick off confirmed bookings.
5. **Compare with PMS or Daily Reports**
   Match each line in the invoice to your PMS booking records:
   - Booking number
   - Guest name
   - Stay dates
   - Total amount paid by guest
   - Commission percentage
6. **Note Any Discrepancies**
   Watch for:
   - No-shows that were never charged
   - Guest cancellations outside penalty window
   - Overcharged commission or incorrect room rates
7. **Report Errors to Booking.com**
   Go to **Inbox > Booking.com Messages** or call support. Include:

  - Booking number
  - Description of error
  - Screenshot or PMS export if possible
8. **Record Paid/Disputed Status**
   Mark bookings as **OK** or **Queried** on your internal spreadsheet.
9. **Finalise and Pay Invoice**
   Pay invoice by the due date listed. You can set up **Direct Debit** or pay manually via bank transfer.
10. **File Invoice**
    Save in a digital EOM folder (e.g., Finance > Invoices > Booking.com > 2025-10).