

Commission

PAYMENT INFORMATION

This document is designed to answer our most commonly asked questions about how and when your commission will be paid, as travel partners with Bedsonline

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How will bedsonline pay your commission?

All commission and admin fee amounts are paid via ACH transfer, paid twice a month and only after the completion of the selected travel dates associated with these amounts. Bedsonline does not pay via cheque.

2

How can you change your financial contact or banking details?

In order to add or update your banking details, please contact your account manager, or get in touch at prepayment.na@bedsonline.com

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When will your commission be paid?

Both your commission and admin fee payments will be made at the same time via ACH transfer. These payments will be made twice a month, once the travel dates associated with eligible bookings have passed. This is based on the check-out dates for each booking; any bookings made with check-out dates during the first half of the month will be paid at the end of that same month, and bookings with check-out dates in the second half of the month will be made by the middle of the following month.

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How is commission payment information communicated?

Bedsonline will send out notices to you to keep you updated on what payments are due, and when. This is done with two emails:

1. A Commission Statement Prior To Payment – this will clearly display all future eligible bookings with payable amounts listed separately and identified as either commission or admin fee payments. Your Commission Statement will be sent to you three days prior to payment to the existing financial contact email we have in your account.
2. A Notice At The Time Of Payment – this will only state the eligible bookings which have been paid, and will display the associated commission and admin fee amounts as one figure, totaled per booking ID.

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Where can you see the different amounts paid for commission and admin fees?

On your Commission Statement, sent out before payments are made, you will be able to see your payable amounts for commission and admin fees as separate figures. On your Commission Payment Notice, sent once payments have been made, the commission and admin fee amounts are combined into one figure per booking.

(See below an example Commission Statement with all relevant sections clearly identified!)

*If all reservations are consumed and no cancellations or modifications occur.

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What booking documents show earned commissions?

We have three documents relating to booking and booking payment available on the website – the voucher (which is for the supplier and will not include any rate info), the proforma (your invoice and includes commission information), and the client receipt (shows total amount paid without commission breakdown). You can choose to show the total price on the receipt or show each item price individually.

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Receipt – for final passenger

- Available to download at any time – will show either pending or completed payment
- Shows items booked and full price including commission – you have the option to show each item or just show the total price
- Will show any special requests made to the property

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Proforma invoice – for travel advisor

- Available to download at any time – will show either pending or completed payment
- Shows items booked and full price with a section showing the commission generated as a separate amount
- Will show any special requests made to the property

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Voucher – for final passenger to give

- Only available to download once booking is fully paid
- Has all details of booking (date, time, inclusions/exclusions, meeting spots, supplier contact info, emergency contact info etc.)
- For the final pax to give to supplier, this will not include any rate information.

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Why are there negative amounts detailed on some bookings?

During the booking process, there will be occasions when cancellations or modifications take place. Should you have negative amounts listed against some bookings, this will relate to any cancellations or modifications for those particular bookings. Occasionally, these negative amounts will be included on a payment from a previous payment run. However, we will always pay you the full amount due for any commission and admin fees.

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Who can you contact with any queries regarding payments?

If you have any queries, concerns or need assistance with payments, commission or service fee amounts, then please contact prepayment.na@bedsonline.com with your booking number for reference.

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