

PROPERTY COLLECT

Accommodation Partner Manual



Table of contents

Chapter 1: Property Collect Overview

- What is Property Collect
- How does it work?
- Agoda's Payment models

3

Chapter 2: Changes on Vouchers

- Booking Confirmation Email to property
- Customer Booking Voucher

4

Chapter 3: ePass Enhancement

- Full booking details
- Booking Statement

5

Chapter 4: New features in YCS

- View Bookings by filtering payment model
- Verify Credit Card
- Request new guest credit card
- View Guest Credit Card Details
- No-Show report function

8

Chapter 5: Cancellation Process

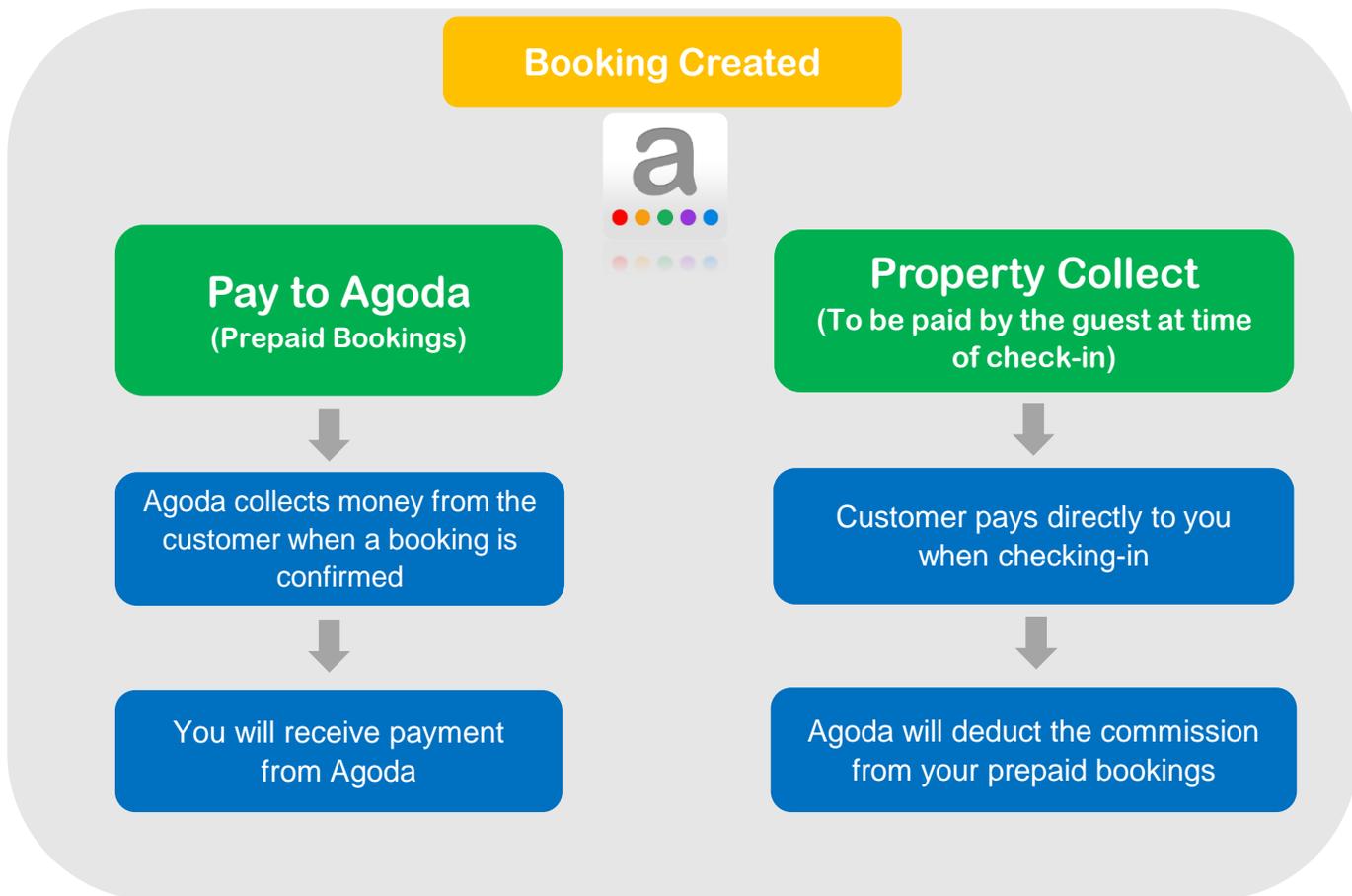
- Property Collect booking cancellation procedure
- Email notification for cancellation
- Two-factor authentication to view the customer details

12

Chapter 1

What is Property Collect?

Property Collect is Agoda's enhanced payment model that allows customers to pay directly to the property. There is no invoice process involved due to Agoda's offsetting system, which means that Agoda will deduct the commission for Property Collect bookings from Pay to Agoda (Prepaid) bookings.



3 easy steps to acknowledge your bookings in YCS

1

You will receive a booking notification for both *Prepaid* and *Property Collect* bookings

2

Acknowledge your booking in YCS



3

Manage all of your payments through one platform - ePass

Chapter 2

Booking Confirmation Email to Property

Booking confirmation will be marked as either “Prepaid” or “To be paid by guest”

Pay to Agoda

Property Collect

agoda
IATA 96-6 3780 0

Booking ID
ID Reserva
50316618
Reservation Information
INFORMACION DE LA RESERVA

Prepaid
Property Voucher
Voucher del Hotel

Customer First Name Nombre
Automation636384078729824096
Customer Last Name Apellidos
MobileAPI
Country of Residence País de residencia
Tailandia
Check-in Entrada
14-Sep-2017 (14-09-2017)
Check-out Salida
15-Sep-2017 (15-09-2017)

Room Type Tipo de Habitación	No. of Rooms Nº de habitaciones	Occupancy Ocupación	No. of Extra Bed Número de Camas Extra
Classic Room	1	2 Adults	0

Tipo de oferta: -

Benefits Included Servicios incluidos
Breakfast
Desayuno

Cancellation Policy Política de cancelación
Any cancellations are subject to a cancellation fee equal to 100% of the reservation amount. Failure to arrive at

agoda
IATA 96-6 3780 0

Booking ID
50522685
Reservation Information

To be paid by guest
Property Voucher

Customer First Name
automate
Customer Last Name
testkxajmcm
Country of Residence
China
Check-in
September 4, 2017
Check-out
September 5, 2017
Other Guests
[RmNo.1] Guest of
automate testkxajmcm

Room Type	No. of Rooms	Occupancy	No. of Extra Bed
Deluxe	1	2 Adults	0

Rate Plan name: Test ()

Benefits Included

Cancellation Policy
Any cancellation received within 1 day prior to arrival date will incur the first night charge. Failure to arrive at your

Customer Booking Voucher

For Property Collect bookings, we will indicate in the payment details that we do not collect payment from the customer. It should be collected by the property.

agoda.com

Booking Voucher
Please present either an electronic or paper copy of your booking voucher upon check-in.

agoda agoda

Booking ID : **6349888**
Booking Reference No :
Client : **testagoda agodaxml**
Member ID : **12434597**
Country of Residence : **Thailand**
Property : **Baiyoke Sky Hotel**
Address :
Property Contact Number :
Cancellation Policy: Any cancellations as a No-Show and will incur t
Benefits Included: Massage

Number of Rooms : **1**
Number of Extra Beds : **0**
Number of Adults : **1**
Number of Children : **0**
Breakfast : **Not Included**
Room Type :

Payment Details :
Please note: Payment for this booking has not been collected by Agoda. Payment for this booking must be collected by the property.

Arrival : **January 16, 2017** Check-out : **January 18, 2017**

Payment Details :
Please note: Payment for this booking has not been collected by Agoda. Payment for this booking must be collected by the property.

Authorized Stamp & Signature

Chapter 3

ePass Enhancements

Where to start?

1. Log into YCS at <https://ycs.agoda.com> by entering your usual YCS log in details



Username:

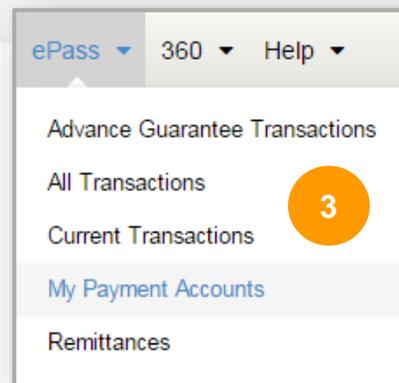
Password:

Remember me

2

[Forgot your password?](#)

2. After you log in to YCS, you will see the ePass tab at the top bar which covers 4 main functions.



➤ Current Transactions

- In the 'Current Transactions' page, this includes all bookings that are payable to you. The section is sorted by check-out date ascending.

Current Transactions

Booking ID	Booking Date	Guest Name	Check-in Date	Check-out Date	No. of Rooms	No. of Nights	Booking Paid By	Currency	Booking Value	Collection Amount	Booking Status	Approve	Dispute	Details
-99634305	03-May-2017	ABCD	05-May-2017	06-May-2017	1	1	Agoda	USD	100.00	100.00	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
-99634304	03-May-2017	ABCD	05-May-2017	06-May-2017	1	1	Customer	USD	120.00	-30.22	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
-99634303	04-May-2017	Firedrill	06-May-2017	07-May-2017	1	1	Customer	USD	0	0	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
-99634303	04-May-2017	Firedrill	06-May-2017	07-May-2017	1	1	Agoda	USD	60.00	50.00	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Total Approved										Items: 4	Total Approved Amount		USD 119.78	

Booking Paid By

Here you can see whether you have to charge the customer directly (*Customer*) or Agoda sends you the payment (*Agoda*)

Collection amount

For bookings where you charge the customer directly, we will offset the collected commission amount in *negative* value. For bookings that you have to charge Agoda for, the amount will match the *Booking Value*

currency	Booking Value	Collection Amount	Booking Status	Approve	Dispute	Details
USD	100.00	100.00	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	120.00	-30.22	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	0	0	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	60.00	50.00	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Total Approved Transactions: 4			Total Approved Amount: USD 119.78			

The zero amount means a cancelled booking. The property can reconcile the payment by using the information provided in YCS

➤ Summary Transactions

- After clicking 'Select all approved' and 'next' on the *Current Transactions* page, the approved transaction will be shown in the *Summary Transactions* page.

NOTE: Please ensure you have reviewed all transactions before proceeding.

Current Transactions						
Summary Transactions						
Payment Type	Currency	Total Booking Value	Total Collection Amount	Total Adjustment	Total Remit Amount	
UPC on ePass	USD	280.00	119.78	0.00	119.78	
					Amount Remit to You: USD 119.78	
					<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

In *Summary Transactions*, we show the total remit amount that Agoda needs to pay you after offsetting from merchant bookings

- Click 'Submit' to confirm the payment. There will be a confirmation message that the payment will be processed as per standard Agoda timelines.

Thank you for using ePass for your payment. Please enter a charge of USD 119.78 to Agoda on your UPC.

Card Number:	5123-4763-9757-2705
Payment Status:	Not Paid
Card Type:	Master Card
CVV.Code:	213
Expiry Date:	2017-05-06
Please charge on the amount of	USD 119.78
Card Holder Name	Agoda Company Pte Ltd.

Check here to indicate that you understand the card can be swiped only once and should be fully charged

The system will auto-generate a unique UPC number for each payment batch

➤ Booking Statement

- Go to 'ePass' tab in YCS, select 'Remittances'
- Statements (Fig. 1.) can be downloaded for bookings where the property charges the customer directly
- Please click on the "Download" button to open the statement (Fig. 2.)

Remittances

Value Date	Currency	Amount	Document Reference	Payment Method	Collect Statement	
04-May-2017	USD	119.78	20170504-33	UPC on ePass	Download	
Card Info						
Card Number:	5123-4763-9757-2705	Card Holder Name:	Agoda Company Pte Ltd.	Payment Status:	Not Paid	
Card Type:	Master Card	CVV Code:	213	Expiry Date:	2017-05-06	
Please charge on the amount of	USD 119.78	Card Status:	Active			
>	04-May-2017	USD	-50.55	20170504-26	UPC on ePass	Download
>	04-May-2017	USD	90.75	20170504-25	UPC on ePass	Download
>	04-May-2017	USD	0	20170504-23	UPC on ePass	Download
Export last month Export this month						

Transaction Type	Reference No.	Guest Name	Booking Paid By	Currency	Booking Value	Collection Amount	Check-in Date	Check-out Date
Booking	-99634305	ABCD	Agoda	USD	100.00	100.00	05-May-2017	06-May-2017
Booking	-99634304	ABCD	Customer	USD	120.00	-30.22	05-May-2017	06-May-2017
Booking	-99634303	Firedrill	Customer	USD	120.00	-30.22	06-May-2017	07-May-2017
Booking	-99634303	Firedrill	Customer	USD	-120.00	30.22	06-May-2017	07-May-2017
Booking	-99634303	Firedrill	Agoda	USD	60.00	50.00	06-May-2017	07-May-2017

Figure 1

 **Agoda Pay at the Hotel - Statement**

Transaction Type	Reference No.	Guest Name	Booking Paid By	Currency	Booking Value	Collection Amount	Check-in Date	Check-out Date
Reservation	200891173		Customer	THB	16,686.00	-2,836.65	12-Apr-2017	17-Apr-2017
Reservation	203845437		Customer	THB	3,337.20	-567.33	16-Apr-2017	19-Apr-2017
Reservation	204243485		Customer	THB	2,400.00	-408.00	16-Apr-2017	20-Apr-2017
Reservation	204243485		Customer	THB	9,888.00	-1,680.96	16-Apr-2017	20-Apr-2017

Figure 2

Chapter 4

YCS New Features

• Filter bookings by payment model function

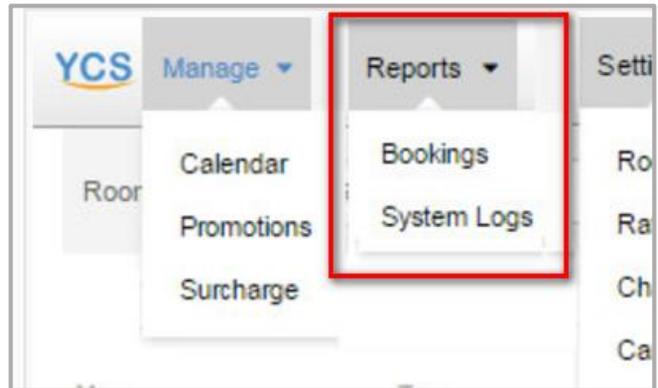
You are now able to view your booking history in YCS by filtering between payment models. These are defined by the following terms:

- Agoda Collect (The customer pays to Agoda)
- Host Collect (The customer pays to you directly)

The booking history in YCS will be kept for 6 months from the date of receipt of the booking.

1 Log into YCS at <https://ycs.agoda.com> by entering your usual YCS log in details

2 After you log in to YCS, you will see the 'Reports' tab at the top bar which contains 'Bookings' and 'System Logs'



3 Select 'Payment Model'

Bookings

Stay Date: From: 01-04-2017 To: 29-05-2017

Bookings Date: Last Updated Date

All Confirmed Amended Cancelled

Booking ID: Enter booking number

Guest Name: Enter guest name

Acknowledgement ID: Enter acknowledgement id

Channel: All Channels

Rate Plan: All Rate Plans

Room Type: All Room Types

Payment Model: Host Collect

Search

Confirmed Amended Cancelled

All (2) Acknowledged (2) Unacknowledged (0) +

> Booking ID : 200419743	Guest name : ron munro	Stay Date From : 01-Apr-2017 To : 11-Apr-2017	Payment Model : Host Collect	Ackn
> Booking ID : 201894005	Guest name : Tiara Khumaira Astifanny	Stay Date From : 04-Apr-2017 To : 0	Payment Model : Host Collect	

You can click on the 'expand' button to see all booking details

Verify Credit Card

This feature allows you to check the credit card supplied by guest is valid or not. After you click on 'Verify Credit Card', it will returns an instant response (successful or unsuccessful). This function is available any time from booking date until check-in date.

Booking Info		Stay Info		Property Collect
Booking ID:	Nights		3	<div style="border: 2px solid orange; padding: 5px; margin-bottom: 5px;">Check if guest credit card is valid</div> <div style="margin-bottom: 5px;">View guest credit card details</div> <div style="margin-bottom: 5px;">Request new guest credit card</div> <div style="margin-bottom: 5px;">Request to cancel booking</div> <div style="margin-bottom: 5px;">Mark booking as no-show</div>
External/Ack ID:	Adults		2	
Guest Title:	Children		0	
Guest First Name:			0	
Guest Last Name:			1	
Stay Date From:				
Stay Date To:			Breakfast	
Booking Date and Time:	16-Aug-2018 15:18	Room Type	Superior Bungalow	
Guest Residency:		Benefits	Breakfast	
Last Updated Date	16-Aug-2018	Total Rate	THB 7,941.18 Pricing details	
Special Request:		Channel	Private Sale	
		Promotion		
				Cancellation Policy Any cancellation received within 21 days prior to arrival date will incur the first night charge. Failure to arrive at your hotel or property will be treated as a No-Show and no refund will be given (Property policy).

Request New Credit Card

When user clicks on 'Request new guest credit card', Agoda systems will contact the guest to request alternative payment card details. Once new card information has been entered by guest, it will be made available on YCS and an email notification is sent to the property.

Note: This function will be available when verification is unsuccessful

Booking Info		Stay Info		Property Collect
Booking ID:	Nights		3	<div style="margin-bottom: 5px;">Check if guest credit card is valid</div> <div style="margin-bottom: 5px;">View guest credit card details</div> <div style="border: 2px solid orange; padding: 5px; margin-bottom: 5px;">Request new guest credit card</div> <div style="margin-bottom: 5px;">Request to cancel booking</div> <div style="margin-bottom: 5px;">Mark booking as no-show</div>
External/Ack ID:	Adults		2	
Guest Title:	Children		0	
Guest First Name:			0	
Guest Last Name:				
Stay Date From:				
Stay Date To:			Breakfast	
Booking Date and Time:	16-Aug-2018 15:18	Room Type	Superior Bungalow	
Guest Residency:		Benefits	Breakfast	
Last Updated Date	16-Aug-2018	Total Rate	THB 7,941.18 Pricing details	
Special Request:		Channel	Private Sale	
		Promotion		
				Cancellation Policy Any cancellation received within 21 days prior to arrival date will incur the first night charge. Failure to arrive at your hotel or property will be treated as a No-Show and no refund will be given (Property policy).

View Guest Credit Card Details

This feature allows users to view the details of the payment card supplied by guest. Users must first confirm their identity with a one-time password sent to their mobile phone by SMS.

Which details of guest credit card can be viewed?

- Full name
- Telephone number
- Email address
- Card long number
- Card expiry date
- Card cardholder name

View credit card detail
3 views left

YCS English - Logout

<p>Booking Details</p> <p>Booking ID:</p> <p>Customer Name: J</p> <p>Customer Last Name: Stalin</p> <p>Customer Email:</p> <p>Customer Phone Number:</p> <p>Property:</p> <p>Check In: 24/07/2018</p> <p>Check Out: 25/07/2018</p> <p>Room Type: Standard</p> <p># of Rooms: 2</p> <p># of Adults: 4</p> <p># of Children: 0</p>	<p>Total Rate: 2.02 USD</p> <p>Credit Card Details</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> </div>
---	---

Credit card detail views: 1 of 3 maximum views

Available for maximum of 3 times

Note

If you choose to view guest credit card, you will become responsible for collecting any cancellation fees should they occur. Agoda systems normally attempt to collect the cancellation fee from guest credit card on your behalf, but if you view guest credit card, Agoda systems will not attempt to collect any cancellation fees. This logic exists to avoid double-charging the guest.

• Benefits of our new No-Show report function

This two-step function is to help our property partners report No-Show in a much faster and efficient manner. The system will automatically compute the No-Show charge for you.

The screenshot shows the YCS interface for a booking with ID 127674. The booking is for a guest named William, staying from August 29 to September 01, 2018. The booking is currently in a 'Pending acknowledgment' state. The interface is divided into three main sections: Booking Info, Stay Info, and Property Collect. The 'Property Collect' section contains several buttons, with 'Mark booking as no-show' highlighted by a red circle and the number 1. A modal dialog box titled 'Mark as a No Show' is open, asking for confirmation to mark the booking as a no-show. The 'Yes, confirm as a no show' button in the dialog is highlighted by a red box and the number 2.

3 things to note while reporting No-Show

1

This button will be made visible 72 hours from the customer's check-in date

2

If the customer doesn't show up by midnight on the check-in date, you must log-in to YCS to report No-Show

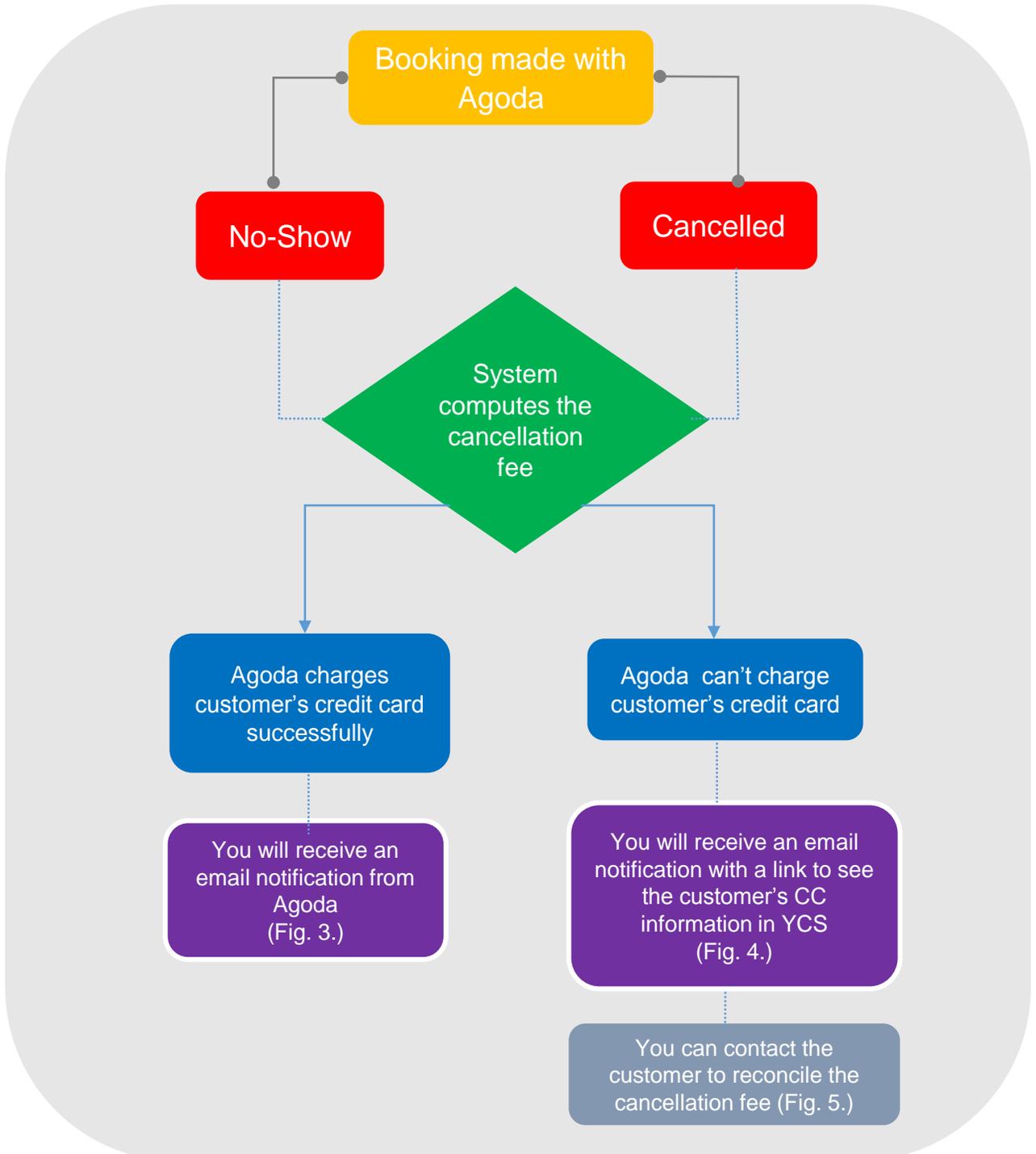
3

If you fail to report a No-show, the function will be greyed out and you have to contact Agoda's Customer Service to report it via biz@agoda.com

Chapter 5

Cancellation Process

For all Agoda bookings, customers are required to input credit card details during the booking process to make sure Agoda can charge the cancellation fee in case the booking is reported as a No-Show or cancelled.



Agoda's email to you when we charge the cancellation fee

Message

Email Address : reservation@bestcomfortbangkok.com
 Email Subject : Agoda Booking ID 200295255 - CANCELLED (Best Comfort Bangkok Hotel Hotel Country: Thailand) / Language_Engl
 Email Sent When : 21-Mar-2017 12:47:08
 Email Content :

Dear Reservations,

CLICK TO ACKNOWLEDGE CANCELLATION REQUEST

<http://hg.agoda.com/confirmation/email-acknowledge.aspx?MTI5NTg0fDIwMDI5NTI1NXwxMDAwMDY5ODcequAL-rmKhXUrgGiYequAL>

Cancellation Charge: THB 1,846.58
 Cancellation and Change Policy:
 Any cancellation received within 3 days prior to arrival date will incur the first night charge. Failure to arrive at your hotel will be treated as a No-Show and will incur the first night charge (Hotel policy).

Agoda has successfully charged the customer for the cancellation fee for this booking, in accordance with the terms and conditions of the booking. You can view and collect the cancellation amount via ePass. It will be included in your Agoda YCS account.

Details of Booking
 Booking ID : 200295255
 Customer First Name : Hanaa
 Customer Last Name : Bahaieldin

Breakfast : YES
 Number of Rooms : 2
 Number of Adults : 4
 Number of Children : 0
 Number of Extra Beds : 0
 Promotion : Limited Time Offer. Rate includes 18% discount!
 Notes :

Agoda Customer Support

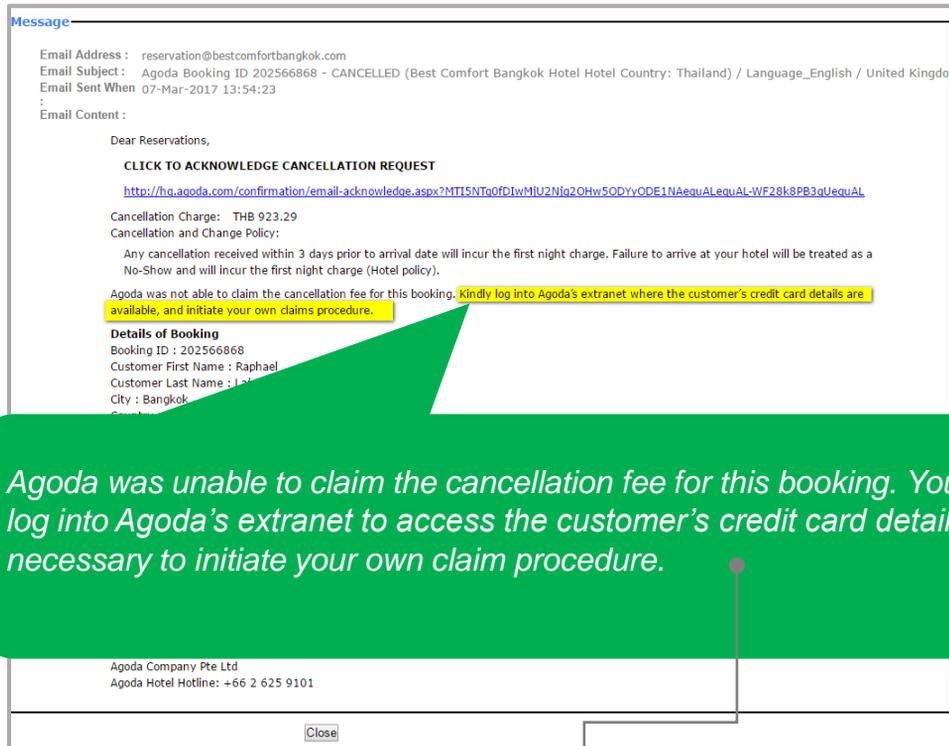
 Go Smarter, Go Agoda
 Agoda Company Pte Ltd
 Agoda Hotel Hotline: +66 2 625 9101

Agoda has successfully charged the customer for the cancellation fee amount. It will be included in your Agoda YCS ePass account.

Figure 3

currency	Booking Value	Collection Amount	Booking Status	Approve	Dispute	Details
USD	100.00	100.00	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	120.00	-30.22	Pending Departure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	0	0	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
USD	60.00	50.00	Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Total Approved Transactions:			4	Total Approved Amount		USD 119.78

Agoda's email to you when we can't charge the cancellation fee



Agoda was unable to claim the cancellation fee for this booking. You may log into Agoda's extranet to access the customer's credit card details if necessary to initiate your own claim procedure.

Figure 4

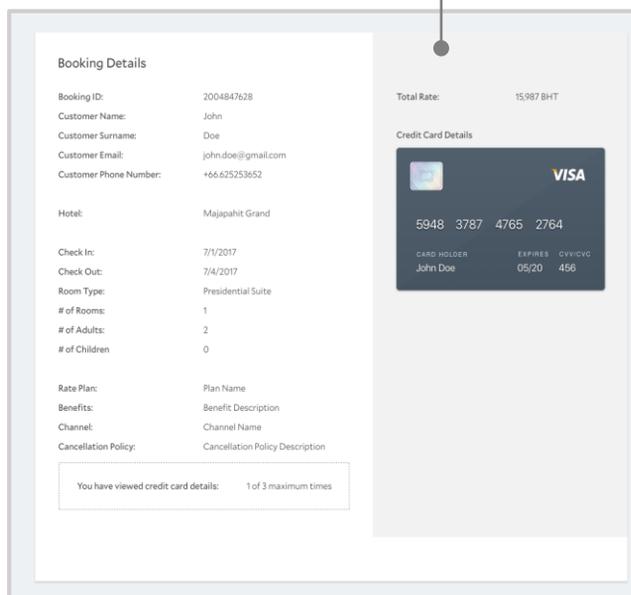


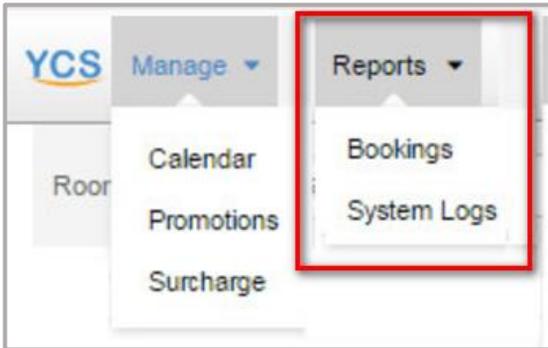
Figure 5

Detailed instructions in the upcoming pages

Agoda's two-factor authentication to view customer's information

You are allowed to view the customer's information only when Agoda fails to charge the cancellation fee. However, we deploy a high level of security to protect our customers' credentials. Please find below the steps that outline this process.

After you log in to YCS, you will see the 'Reports' tab at the top bar which contains 'Bookings' and 'System Logs'



1

From the 'Bookings' section, insert the Booking ID for which you want to see the customer's details

2

Booking ID	Guest name	Stay Date From	Stay Date To	Status
200419743	ron muno	01-Apr-2017	11-Apr-2017	Acknowledged
201954005	Tara Khumara Asfany	04-Apr-2017	06-Apr-2017	Acknowledged

Click to expand the booking details and select 'click to view Customer Credit Card'

3

Booking Info		Stay Info		Price Info	
Booking ID:	200000201	Nights:	1	Rate Plan:	Stations Suite
External/Ack ID:		Adults:	0	Room Type:	Stations Suite
Guest Title:	Watcharaphol	Children:	0	Benefits:	Breakfast,Parking,Lunch,Dinner,Beverages
Guest First Name:	Watcharaphol	Extra beds:	0	Total Rate:	USD 0.00 Price details
Guest Last Name:	Nethasani	Rooms:	1	Channel:	Agoda Private Sale
Stay Date From:	19-Feb-2017	Customer Credit Card:	Click to view	Promotion:	
Stay Date To:	20-Feb-2017	Special Request:		Cancellation Policy:	Any cancellation received within 2 days prior to arrival date will incur the first night charge. Failure to arrive at your hotel will be treated as a No-Show and will incur the first night charge (hotel policy).
Booking Date and Time:	16-Dec-2016 15:30				
Guest Residency:	Thailand				
Last Updated Date:	16-Dec-2016				

4

You will be linked to a new log-in page, use your usual YCS log in details



Verify your correct phone number

This is the name and phone number currently associated with your account.

Jirasak Niyomtese  +66.0640256852

Note: If this is not your phone number, please contact your administrator and update the correct info.

Choose how you wish to receive verification codes.

Text message App

You can change the method of authentication at any time from your settings screen.

CANCEL NEXT

5



The system will send the 6 digits code to your mobile device. You should enter the code on this page after your receive it and click 'Next'

The phone numbers associated with your YCS account will appear in the dropdown list. You have to choose how you want to receive the verification code. Once done, click 'Next'

Test and confirm that code verification works

We just sent you a text message with a verification code to +66.0640256852

Enter code here (6 digit code) Didn't get it? Resend

BACK NEXT

6

NOTE: You can click resend if the code fails to reach your device

The customer's full information will appear once the code is verified. You are allowed to view this information 3 times. After that, the credit card will disappear, but the booking details will still remain accessible.

7

Booking Details

Booking ID:	2004847628	Total Rate:	15,987 BHT
Customer Name:	John		
Customer Surname:	Doe		
Customer Email:	john.doe@gmail.com		
Customer Phone Number:	+66.625253652		

Hotel: Majapahit Grand

Check In: 7/1/2017
Check Out: 7/4/2017
Room Type: Presidential Suite
of Rooms: 1
of Adults: 2
of Children: 0

Rate Plan: Plan Name
Benefits: Benefit Description
Channel: Channel Name
Cancellation Policy: Cancellation Policy Description

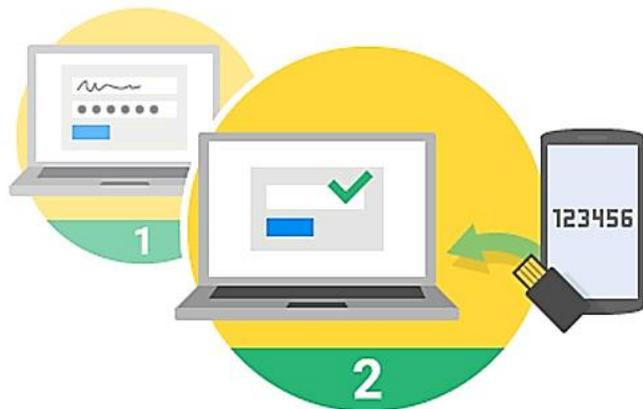
You have viewed credit card details: 1 of 3 maximum times

Credit Card Details



5948 3787 4765 2764

CARD HOLDER: John Doe EXPIRES: 05/20 456



FAQ

Q: What is the difference between other OTA's pay at the hotel and Agoda's?

A: Agoda will not issue an invoice to collect the booking commission separately. What we do is offset the commission amount from your prepaid booking value.

Q: Is there a change in terms of commission level for 'Pay at the hotel' bookings?

A: Currently there is no change for commission level.

Q: Are there any changes on how the room is displayed on the website?

A: The customers will be able to see a 'Pay at the hotel' logo on the property page.

Q: What if the hotel fails to click report 'No-show' in YCS, what will happen next?

A: The No-show button will be greyed out if no action is taken from you within 24 hours from the check-in date(midnight). You are then required to contact Agoda's customer service to manually adjust the booking status.

Q: Is the No-show function available to all types of bookings?

A: Yes

Q: How does the hotel get the cancellation fee, if any?

A: Agoda will always try to charge the customers' credit card for the cancellation fee and you will be able to see this in ePass. Should we fail to charge the credit card, the customers' credit card details will be made visible in YCS and to be charged by the hotel.

Q: Who should I contact for help?

A: For general enquiries about Property Collect issues, please contact your market manager.