



How To Make Reconciliation

This's the official reconciliation SOP, built and implemented for JA Resorts & Hotels by Ganna Kamel.

This is the official reconciliation SOP I built and implemented for JA Resorts & Hotels.

This is a real version of the process used in the operation. I have only removed client-specific cases, examples, and supporting information that contain confidential details.

The process, structure, and operational approach remain based on the actual workflow

I implemented. The full presentation goes beyond the shared SOP and explains the wider process, including documentation, supporting evidence, dispute handling, follow-ups, and credit note tracking.



Step #1 Choose The property

Property	Content score	Status
JA Enchanted Island Resort Seychelles ★★★★★ ID [REDACTED] Round Island SYC	100%	Bookable
JA Enchanted Waterfront Seychelles ★★★★★ ID [REDACTED] Mahé Island SYC	100%	Bookable
JA Hatta Fort Hotel ★★★★★ ID [REDACTED] Hatta, Dubai ARE	100%	Bookable

Step #2

expedia group
partner central

Home

Opportunities3

Rooms and rates

Marketing

Reservations

Guest relations9

Payments

Property details

Step #3

Quick tasks

Mark a Hotel Collect no-show or cancellation(reconciliations)

Request payment from Expedia Group

Find an invoice or statement

Find a past remittance advice



Step #4

Reservation ID	Check-in	Check-out	Guest	Confirmation Code	Reservation Amount	Compensation
[REDACTED]	Jan 26, 2025	Feb 2, 2025	Jonas [REDACTED]	[REDACTED]	AED 14,563.86	AED 2,377.76
	Feb 27, 2025	Mar 1, 2025	Christiaan [REDACTED]	[REDACTED]	AED 3,057.60	AED 624.00
	Feb 21, 2025	Feb 26, 2025	Venkata [REDACTED]	[REDACTED]	AED 6,981.06	AED 1,424.68



Step #1 Choose The property

Property	Status on Booking.com	Arrivals in next 48 hours	Departures in next 48 hours	Guest messages	Bookir mess
8 JA Enchanted Waterfront Seychelles Providence Highway,Roche Caiman Waterfront, Mahe	● Open / Bookable	1	2	0	0
5 The Manor By JA, Dubai Al Furjan Jebel Ali 1, Dubai	● Open / Bookable	14	34	1	0
8 JA The Resort - JA Lake View Hotel, Dubai JA The Resort. Exit No 13 Sheikh Zayed Road. Mina Jebel Ali, Dubai	● Open / Bookable	7	37	0	0
JA Enchanted Island Resort Seychelles Sainte Anne Marine Park, Mahe	● Open / Bookable	2	0	0	0
JA Ocean View Hotel, Jumeirah Beach Dubai Jumeirah Beach Residence, The Walk JBR, Dubai	● Open / Bookable	27	38	2	0



Step #2

Search pages and reservations

Boost performance

Inbox

Guest reviews

Finance

Analytics

Payout information

Invoices

Reservation statements

Financial overview

Payments by Booking.com

Virtual cards management

Finance settings

AED 510

Step #3

Disputes

You submitted 1 dispute on 3 Apr 2025 for a total of AED 31.96. This has now been approved.

Dispute 1 reservation

Check-in	Check-out	Room nights	Comm. %	Result	Original amount (AED)	Final amount (AED)	Commission amount (AED)	Dispute commission amount	Remarks	Deducted amount
3 Feb 2025	4 Mar 2025	0	0	Cancelled	AED 10,820.94	AED 0	AED 0			
11 Feb 2025	21 Mar 2025	0	0	Cancelled	AED 10,741.97	AED 0	AED 0			
11 Feb 2025	21 Mar 2025	0	0	No show	AED 10,741.97	AED 0	AED 0			
12 Feb 2025	28 Mar 2025	0	0	No show	AED 16,447.50	AED 0	AED 0			
17 Feb 2025	22 Mar 2025	0	0	Cancelled	AED 9,323.53	AED 0	AED 0			
17 Feb 2025	12 Mar 2025	0	0	Cancelled	AED 7,541.63	AED 0	AED 0			
20 Feb 2025	2 Mar 2025	20	20	Stayed	AED 14,400	AED 14,400	AED 2,880			

Expedia

- Choose The property
- Go to “ Payments”
- Click on “ Mark a Hotel Collect No-Show Or cancellation (reconciliations)
- Save the pdf file (ctrl +P) and save it in the folder Daily task Reconciliation, The month folder , Ex 5-May 2025
- Check all the bookings to insure it's on the system (Same CI and CO dates , Same Number of nights and the reservation status is CO in the PMS)
- Create an Excel sheet providing the reconciled bookings to be easy to tracked and then click on reconcile and do the needful, If it cancelled the commission will be “0” , for early departure check the PMS

Booking.com

- Choose The property
- Go to Finance (top up ya Habibi)!!
- Click on Reservation Statement
- Save the pdf file (ctrl +P) and save it in the folder Daily task Reconciliation The month folder , Ex 5-May 2025
- Check all the bookings to insure it's on the system (Same CI and CO dates , Same Number of nights and the reservation status is CO in the PMS)
- Create an Excel sheet providing the reconciled bookings to be easy to tracked and then click on reconcile and do the needful, If it cancelled the commission will be “0” , for early departure check the PMS



All reservations for stays completed in any month must be reconciled by the 4th day of the following month



What After ?

The bookings reconciled should be saved in excel sheets for easy track , And should be 100% accurate as it will be sent via email to the HOD's, HM, OPS and accounting, Keep in mind that all reconcile bookings will be compared to the credit notes afterwards

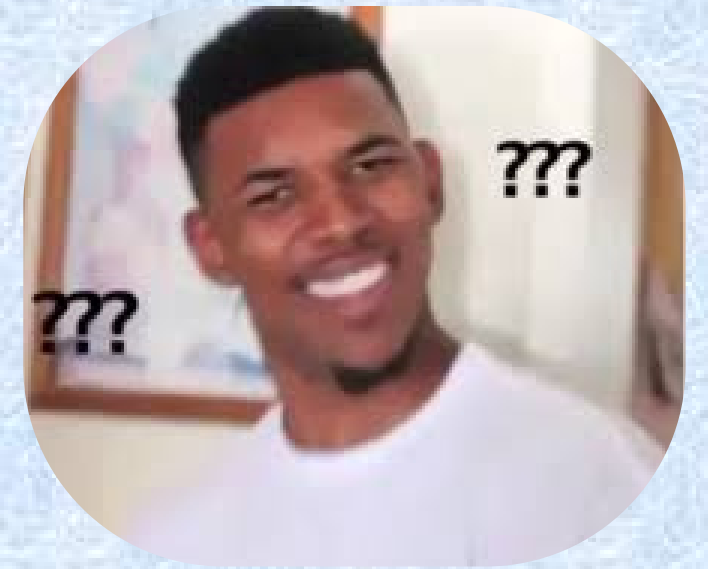
The excel should look like below screenshots + a tap for each property

Expedia								
Ref No.	Guest Name	Check-in	Check-out	No of nights	Total reservation	Remarks	Commission to be dispute	Status
41	Si Bo	31/01/2025	01/02/2025	1	AED7,746.90	CXL FOC	AED1,581.00	DONE
						Total dispute	AED1,581.00	
Booking.com								
Ref No.	Guest Name	Check-in	Check-out	No of nights	Total reservation	Remarks	Commission to be dispute	Status
No reconciliation found								

Plus Total Dispute

Booking.com			Expedia		
Property	dispute amount		Property	dispute amount	
LVH	AED21,280.04		LVH	AED10,460.04	
JBH	AED195.57		JBH	AED1,424.68	
PTC	AED0		PTC	AED1,581.00	
OVH	AED6,944.82		OVH	AED2,271.40	
HFH	AED1,206		HFH	AED0	
TMJA	AED1,060.11		TMJA	AED2,360.41	
Total	AED30,686.54		Total	AED18,097.53	

Disclaimer



Dear Amazing team !!

Just a quick heads-up and a friendly reminder: the reason behind the reconciliation task is to make sure we're not spending money where we don't need to. If a guest didn't stay with us, we shouldn't be paying any commission or extra charges—simple as that!

So let's channel our inner booking ninjas 🥷 and make sure that cancellations are handled smoothly—marked as **No-Show** or **Cancelled on time**—to avoid any future headaches or surprise costs.

Think of it like this: every accurate update is a little “thank you” from the finance fairies. <3

In case if you are unable to cancel the booking or shortness the stay on time please contact booking.com



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customer.service@booking.com \ B.com ref No@ My.booking.com , ex(1234567@ My.booking.com)

Please make sure to follow up with the leaders in after receiving the credit note and compare with the excel sheet you created !!

Cancellation daily\weekly check

Home

Rates & Availability ▾

Promotions ▾

Reservations

Property ▾

Boost performance ▾

Inbox ▾

Guest reviews ▾

Finance ▾

Analytics

Reservations

Download Print reservation

Date of

From

Until

Check-in

20 April 2025

21 April 2025

More filters ▴

Show

Manage your virtual credit card

Reservation status

☐ OK

☐ Cancelled

☐ No show

☐ Paid online

☐ Smart Flex reservations

☐ Corporate card

Guest communication

☐ Pending guest request

☐ Invoice required

Invalid credit card

☐ Updated

☐ Pending

Guest name or booking number

- Filter by the dates -> click cancelled and No-show
-> check the bookings and waive the commission

Guest name	Check-in	Check-out	Rooms	Booked on	Status	Price	Commission	Booking number
Bass 2 adults	20 Apr 2025	21 Apr 2025	2 x Standard Room - King Bed with Splash Park & Beach Access	19 Apr 2025	OK Ready to	AED 1 918.40	AED 383.68	07

Thank you

With Warm Regards

Ganna Kamel

