



Step 1: Go to <http://supp.touricoholidays.com/>, our Supplier Site, and when prompted with this screen, enter the Username and Password information for your property, assigned to you by Tourico Holidays.



Step 2: You will be directed to this page, where you will choose the option Statement Management, as shown above.

[Main Page](#) >> **Hotel Selection**

Find hotel:

Select Hotel

Hotel Name	Address
▶ Bahia Resort Hotel	998 West Mission Bay Drive , USA , California , San Diego
▶ Catamaran Resort Hotel	3999 Mission Boulevard , USA , California , San Diego
▶ Lodge at Torrey Pines	11480 North Torrey Pines Road , USA , California , La Jolla

Step 3: Select your property by clicking on it. If you are managing accounts for more than one property, you will select the property for which you wish to upload a statement. The list of your properties will look much like the list above.

Statement

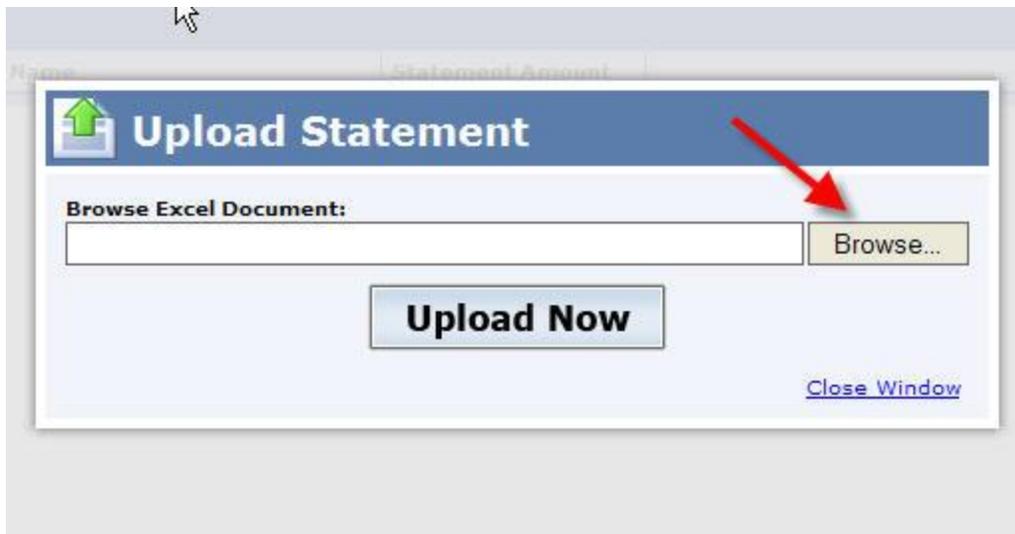
[▶ Statement Process Tutorial](#)  **Upload Statement**

File Name:

voice:

Statement Amount

Step 4: You will be prompted to upload your statement with this screen. Click on the Upload statement option in the upper right hand corner, as shown above.



Step 5: Click “Browse” to search your computer for the statement you wish to upload, in our Template format. Once you have selected it, click “Upload Now.” This step will be followed by either screen A) or B) described below.



A) This screen will come up if your invoice has been processed with no discrepancies; showing the number of reservations processed and your payment request has been received.



B) You will see screen if any discrepancies were found based on our records. A discrepancy is most often caused by incorrect information in any field of our Template. If this occurs, you can choose “Home,” thereby choosing to ignore the issue and return to it later. Or you can choose “Solve Discrepancies,” to rectify the issues and request payment.

Steps to solve discrepancies are stated below.



Step 1: This screen will appear if the reservation you submitted could not be found. To solve this, please verify that the correct information has been entered into the proper fields of our Template, (i.e. make sure Tourico reservation number is entered, not a record locator number, or invoice number assigned by your property). You may correct any wrong information by choosing the bubble “Use new details” in the Action column, as shown above, and edit. You may also choose the bubble “Use Reservation # Only,” to locate the record solely using the Tourico Reservation number. Or, you can delete the entry from your invoice altogether by choosing the bubble “Delete Request.” If the discrepancies were unable to be resolved, please send the information to reconciliation at reco@touricoholidays.com.

Step:2 Handling amounts mismatch**Step:3 Matching Summary**

int that what we have in our records. You can either accept the amount that we are willing to pay or ask that we will contact you lat

Check Out	Guest Name	Tourico Amount	Supplier Request Am	Action
4-Oct-09	ORELLANO NICOLAS	0.00 USD	1085.95 USD	<input checked="" type="radio"/> Agree With Tourico Amount <input type="radio"/> I will send info to reconciliation t at: reco@touricoholidays.com
4-Oct-09	ORELLANO JR NICOLAS	1085.95 USD	1095.95 USD	<input checked="" type="radio"/> Agree With Tourico Amount <input type="radio"/> I will send info to reconciliation t at: reco@touricoholidays.com

Step 2: This screen will appear if there is any discrepancy in the amount invoiced. If the Tourico Amount shows up as 0.00, this means it has either already been processed, or it has already been paid. To agree with this, choose the bubble “Agree With Tourico Amount.” If an issue still remains, please send the necessary information for reconciliation to reco@touricoholidays.com. If the Tourico amount differs from what you have invoiced, you may either choose the bubble “Agree with Tourico Amount” to accept the amount we have in our records, or send the information for reconciliation to reco@touricoholidays.com.

(**Note: it is not sufficient to simply choose the bubble opting to send information to us. You must physically send an email to reco@touricoholidays.com **)

Step 3: A summary will appear on screen to review what was uploaded, and let you know that the process is complete.

If you have any questions regarding the tutorial, uploading process, or the [Payment Template](#), please send an email to Template@touricoholidays.com. Happy Uploading!

Accessing Payment Doc via the Extranet

All Payment Documents issued to your property can be accessed via the Extranet. In order to find a Payment Document, please do the following:

- Log in to the Extranet and click “Statement Management”
- Click on the “Payments” tab and, without changing any search criteria, hit “Search”
- You should now be able to see all Payments issued to your property:

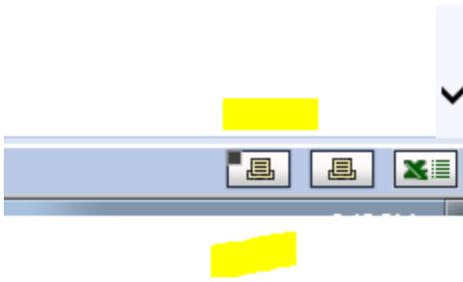
Britannia Ashley Hale (User: Jonathan Mcilroy)					
Statement Payment Reservation Refund					
Payment Creation Date: From: <input type="text"/> To: <input type="text"/>		Service Date: From: <input type="text"/> To: <input type="text"/>		Statement Upload Date: From: <input type="text"/> To: <input type="text"/>	
Payment Doc#: <input type="text"/>		Supplier Invoice #: <input type="text"/>		Reservation #: <input type="text"/>	
Statement File Name: <input type="text"/>					
<input type="checkbox"/>	Payment Doc#	Issue Date	Payment Type	Payment Amount	Status
<input type="checkbox"/>	54931597	Oct 16, 2014	CreditCard	48.00 GBP	Payment
<input type="checkbox"/>	57665692	Jan 8, 2015	CreditCard	192.00 GBP	Payment
<input type="checkbox"/>	59007012	Mar 11, 2015	CreditCard	176.00 GBP	Payment
<input type="checkbox"/>	60453545	May 8, 2015	CreditCard	50.00 GBP	Payment
<input checked="" type="checkbox"/>	66246944	Dec 7, 2015	CreditCard	50.00 GBP	Unverified Payment

The unverified Payment highlighted above is the Payment via virtual credit card which we have just issued. In the event you have not received the notification via email, please do the following:

- Click on the box to the left of the Payment Document you wish to work with:

<input checked="" type="checkbox"/>	66246944
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- At the bottom right of your screen, click on the Print icon to the far left of the group (this will indicate you wish to print only the selected Document):



Now print the Document from your local computer. A complete reconciliation as well as credit card details should be visible for you to charge.