

# Paying your invoices

Updated 1 month ago | 9 min read |  Save this page

We email our commission invoices to all partners the first week of every month. This invoice reflects the commission for all completed reservations for the previous month.

## In this article

- Understanding your invoices
- Paying your invoices
- Checking or updating your current payment method
- Changing your invoicing language
- Corrections to your invoice
- Status of your invoice

## Understanding your invoices

Commission invoices are posted on the Extranet under **Finance**, in the **Invoices** tab. They're also emailed to the address found in **Account settings**.

Your property is invoiced for all reservations completed in the previous month. If a guest doesn't show up for their booking, you have 48 hours after check-out to **mark them as a no-show**, and you won't be invoiced for the booking. Read more about **what reservations are included in your invoices**.

You can also find your current and past invoices on the Extranet by clicking **Finance**, then **Invoices**.

Be advised that partners from certain areas might receive invoices for VAT/GST in a separate document.



### Partner Hub newsletter

Join 80,000+ subscribers and get the latest tips to help grow your business – straight to your inbox.

Sign up

### Commission, Invoices & Tax

#### Invoicing from Booking.com ^

- Reopening your property after paying a late invoice
  - Paying your invoices
  - Editing bank and invoice details
- Show all

#### Commission

#### Invoicing for multiple-property partners

#### Local taxes

About commission

Guest hasn't paid

Getting paid

VAT / Tax laws

How can I help?



Learn more about [invoices with multiple currencies](#).

## Paying your invoices

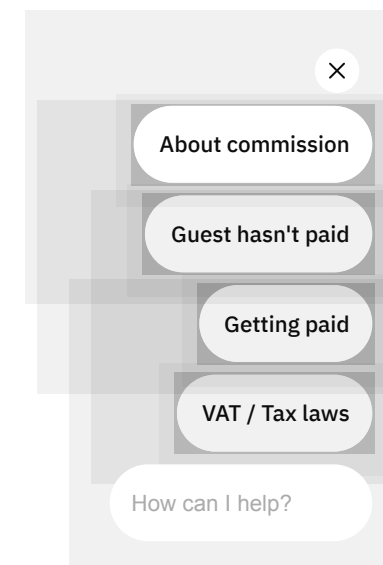
Paying your invoice can differ based on your selected payment method on the Extranet. The three main ways of paying invoices are:

- **Direct debit** – payment will be directly debited from the account you provided in the **Bank details** tab, under **Finance**. Invoices will be marked as paid on the day we send the payment request to your bank. If the direct debit fails, the invoice will appear overdue. The invoice will then have to be paid via bank transfer. You can find our bank details by going to the Extranet's **Finance** page, in the **Financial overview** tab, under **Payment information**. To check why the payment failed, contact your bank.
- Bank transfer – Booking.com's bank details are included in the invoice under the due date. Don't forget to include your property ID and invoice number as the payment reference – they're necessary for us to identify your payment and process it correctly.
- Online payment or payment option through a payment service provider (PSP) – this is available for some partners depending on location. If this method is available to you, sign in to the Extranet, go to the **Finance** page, select the invoice you want to pay under the **Invoices** tab, and click the button for it.

If you're located in Brazil, there are two additional ways of paying your invoices:

- Boleto – you can pay your invoice through Boleto with a barcode. Go to the **Invoices** tab under **Finance**, and find the **Commission** document. Underneath, you'll find a **Boleto** link.
- QR Code Pix – go to the **Invoices** tab under **Finance** and select the invoices you want to pay, including any available credit notes. Click **Proceed to payment**, then **Continue to Pix**. Open your mobile banking app with your registered Pix key and choose **Pay with Pix**. Scan or copy and paste the QR code. You'll have up to 15 minutes to complete the payment. If you start the payment and leave the screen, you'll need to wait 15 minutes to generate a new QR code.

If you're located in Argentina, Chile, or Colombia and have opted in to the bank transfer payment method, you can also pay via Dlocal:



- Dlocal – when using this payment method, you'll be directed to pay via bank transfer. To process the payment, you'll need to enter the following: your property ID for the Booking.com client number, the name of your property, account holder name, account number, email, invoice number, amount, and bank from a drop-down menu. Once you enter this info, you'll be redirected to your online banking page where you'll need to specify if you have a primary user account or a corporate account. Follow all the steps to complete the bank transfer via your banking account. Don't use links that you've pre-saved with Dlocal – this won't work with the new invoice and may prevent the payment from going through.

Find the different payment methods available globally in **Finance**, in the **Financial overview** tab, under **Payment information**.

All invoices contain the payment steps you need to follow and whether any payment needs to be made under the Payment Due date.

Stripe Users, Hybrid BT, and Hybrid 2.0 BT receive an invoice with the gross amount of the reservations. A separate commission invoice will be issued, and then payment is due to Booking.com.

It can take approximately seven business days for received payments to reflect on the Extranet, so an invoice may stay marked as unpaid/overdue a few days after you've paid it. You don't need to send us proof of payment unless our Finance team asks for it.

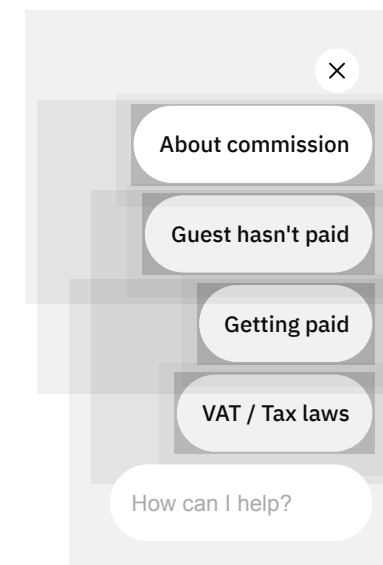
You can also learn what to do if you're on the [multiple property payment plan](#).

## Checking or updating your current payment method

To check your current payment method and bank details, sign in to the Extranet, click **Finance**, and select **Bank details** or **Financial settings**. You'll be able to see the details of the bank account where you receive payouts, and if you pay by direct debit, the bank account from which you make payments.

If you make your payments via direct debit, you can update your current payment method or bank details by following these instructions:\*

1. Sign in to the Extranet
2. Click **Finance** and select either **Bank details** or **Financial settings**



### 3. Click **Edit bank details** on the **Bank details** page

For any questions about your payment method, message us via the Extranet **inbox**. Select the topic **Invoices and commission** and the subtopic **Other**. An agent will get back to you with information on payment methods available in your country, such as direct debit, online payments, or local payment providers.

*\*This isn't possible for those in Slovenia, Slovakia, Switzerland, Singapore, Sweden, Denmark, or Norway – in which case, there are forms available on the Extranet.*

---

## Changing your invoicing language

Your invoices and other financial documents are generated based on the language setting of either your invoicing contact or your primary point of contact.

To change the language of your financial documents:

- Sign in to the Extranet
- Click the **Account** icon in the top right corner of the page, then choose **Contacts**
- If you have a contact for **Invoices**, click **Edit** and change the language. Click **Save changes**
- If you don't have a contact for **Invoices**, click **Edit** under **Primary point of contact** and change the language. Click **Save changes**

Keep in mind that the new language setting will be applied only to documents generated in the future. Existing documents will stay the same.

---

## Corrections to your invoice

If we send you an invoice with the wrong amount, we won't send a new invoice. The original invoice will remain valid and we'll issue a separate document with the amount to be deducted or added to the original invoice. This will either be a credit note or a debit note.

Keep in mind that credit notes can't be refunded to your bank account – you can use them to pay future invoices. Read more on [how credit notes work](#). If you receive a debit note, follow the instructions specified in it.



If you accidentally pay the same invoice twice or the wrong amount, the extra amount will be deducted from your next invoice. If you'd rather receive a refund, message us.

## Status of your invoice

When checking the status of your invoices, you'll see one of the following labels:

- **Paid** – the invoice has been paid in full.
- **Due by month/day/year** – the invoice hasn't been paid yet and is due for payment. Unpaid (or due) invoices are visible under **Outstanding balances**
- **Overdue (due by month/day/year)** – the invoice is overdue and may lead to account suspension from our platform if not paid.
- **You've paid X of X** – you've only paid part of your invoice. Or, if you requested to [use a credit note](#) for an invoice, you'll also see the remaining balance under **Total amount due**. Make sure the invoice is paid in full by its due date.

**Written off** – because you didn't pay on time, your property was permanently closed on our platform. Once we receive full payment for all outstanding invoices and they're marked as **Paid**, you'll be able to reopen your property listing or discuss reopening conditions. Learn more about [how to reopen your property](#).

[Visit the Extranet](#)

### Is this article helpful?

