

# VILLAGE HOTEL CLUB

January 2022

## Commission Invoicing with Village Hotels

Dear Partner,

Firstly, thank you for your business and your support of Village Hotels.

We have several ways for you to process your commission claim with us so below are the options available to you so we pay your invoices in the quickest way.

### Invoices submitted by PDF:

If you send your commission invoice in PDF format, we have a dedicated email address that automates the invoice directly into our system for processing.

If you want to use this method, please take note of the following: the system only automates the invoice if in PDF format ONLY and NO OTHER email address is in copy. You can attach multiple invoices to the one email as long as it relates to the hotel you are claiming commission from. No undelivered notification is sent by the system if you don't submit it correctly, this is an enhancement we have asked for from our supplier.

The bespoke email address to use for PDF only invoices are:

Village:	Send PDF Invoices to:
Aberdeen	aberdeenscan@village-hotels.com
Birmingham Dudley	dudleyscan@village-hotels.com
Birmingham Walsall	walsallscan@village-hotels.com
Basingstoke	basingstokescan@village-hotels.com
Blackpool	blackpoolscan@village-hotels.com
Bournemouth	bourne-mouthscan@village-hotels.com
Bracknell	bracknellscan@village-hotels.com
Bristol	bristolscan@village-hotels.com
Cardiff	cardiffscan@village-hotels.com
Coventry	coventryscan@village-hotels.com
Eastleigh	eastleighscan@village-hotels.com
Edinburgh	edinburghscan@village-hotels.com
Farnborough	farnboroughscan@village-hotels.com
Glasgow	glasgowscan@village-hotels.com
Hull	hullscan@village-hotels.com

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Leeds North	leedsnorthscan@village-hotels.com
Leeds South	leedssouthscan@village-hotels.com
Liverpool	liverpoolscan@village-hotels.com
London Watford	watfordscan@village-hotels.com
Maidstone	maidstonescan@village-hotels.com
Manchester Ashton	ashtonscan@village-hotels.com
Manchester Bury	buryscan@village-hotels.com
Manchester Cheadle	cheadlescan@village-hotels.com
Manchester Hyde	hydescan@village-hotels.com
Newcastle	newcastlescan@village-hotels.com
Nottingham	nottinghamscan@village-hotels.com
Portsmouth	portsmouthscan@village-hotels.com
Solihull	solihullscan@village-hotels.com
St David's	stdavidsscan@village-hotels.com
Swansea	swanseascan@village-hotels.com
Swindon	swindonscan@village-hotels.com
Warrington	warringtonscan@village-hotels.com
Wirral	wirralscan@village-hotels.com

## **For any other commission claim method:**

If you do not have the ability to send your commission invoice to us in PDF format, we have the one email address for you to send to, this is

[commission.invoices@village-hotels.com](mailto:commission.invoices@village-hotels.com)

For those that use VenueDirectory.com, the commission invoicing email address has been updated on each hotel profile to use.

For those that use Onyx, there is no change to the current process in place. We continue to give them a named commission contact for invoices at each hotel, reviewed quarterly with our Client Specialist contact at Onyx.

## **Remittance Advice:**

Our system can only trigger an automatic remittance advice to one email address, if you would like us to check that we have the most up to date email address in our system, please email [salesupport@village-hotels.com](mailto:salesupport@village-hotels.com) and we will get it reviewed & updated if required.

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## Invoice Chases:

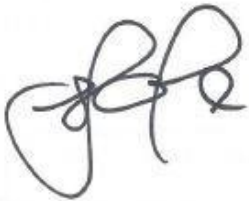
For any invoice chases required, please direct them to [commission.invoices@village-hotels.com](mailto:commission.invoices@village-hotels.com) & copy in your Village account manager. Please advise at the time if you are using the scan email addresses for submission or whether they are going directly to [commission.invoices@village-hotels.com](mailto:commission.invoices@village-hotels.com) so we can investigate the delay.

If you are unaware of who your Village account manager is, please contact [salesupport@village-hotels.com](mailto:salesupport@village-hotels.com) and one of the team will be in touch with you.

Please could you pass this update onto your finance teams so that they are aware of the different changes and your systems are updated accordingly.

If you have any other queries or anything that we have not covered above, please get in touch with your Village account manager.

Thank you as always for your support of our hotels.



**Shaun Cole**  
**Head of National Sales**