Hotel Master Billing

Last Modified on 22/07/2026 1:05 pm EDT

What is Hotel Master Billing (HMB)?

Convention centers and five star hotels often have an in-house AV Company that provides equipment to clients (i.e. projectors, speakers, microphones, lighting, whiteboards, TVs etc.). In addition to providing equipment, the AV Company may also provide services such as a technician to setup, test and configure the equipment, then pack it away when the event is finished. The hotel and the AV Company agree on a contract to allocate the revenue that's received from the client. These contracts are collectively referred to as Hotel Master Billing. Other terms used are; Master Billing, MB or HMB.

Billing Scenarios Available

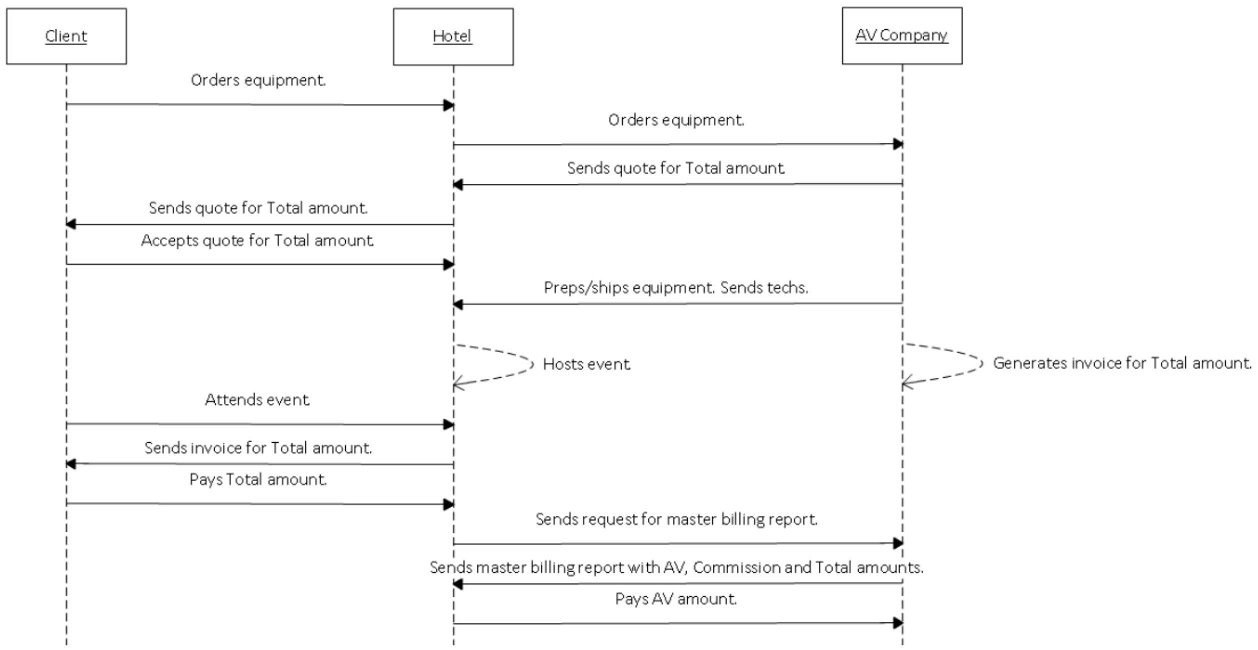
RentalPoint supports **four** different billing scenarios for in-house AV companies.

The diagrams included in the scenarios are examples of key events and interactions and are designed to be read in a top-down direction. Actual events may differ slightly from company to company.

Master Billing

In this scenario:

- The client contacts the hotel and orders equipment and services.
- The hotel contacts the AV Company and provides the details of the order.
- The AV company quotes the event and sends the details to the hotel.
- The hotel adds the AV equipment and services to the Master Bill for the client



Venue Billing (aka. Alternative Billing, Commission as a Discount)

The Venue Billing scenario is:

- Essentially the same as the Master Billing scenario.
- The only difference is that the AV Company *removes the hotel commission* before sending the invoice to the hotel.
- The commission is deducted from the invoice price as a discount.
- At the end of the month a Master Billing report shows the amount payable to the AV Company
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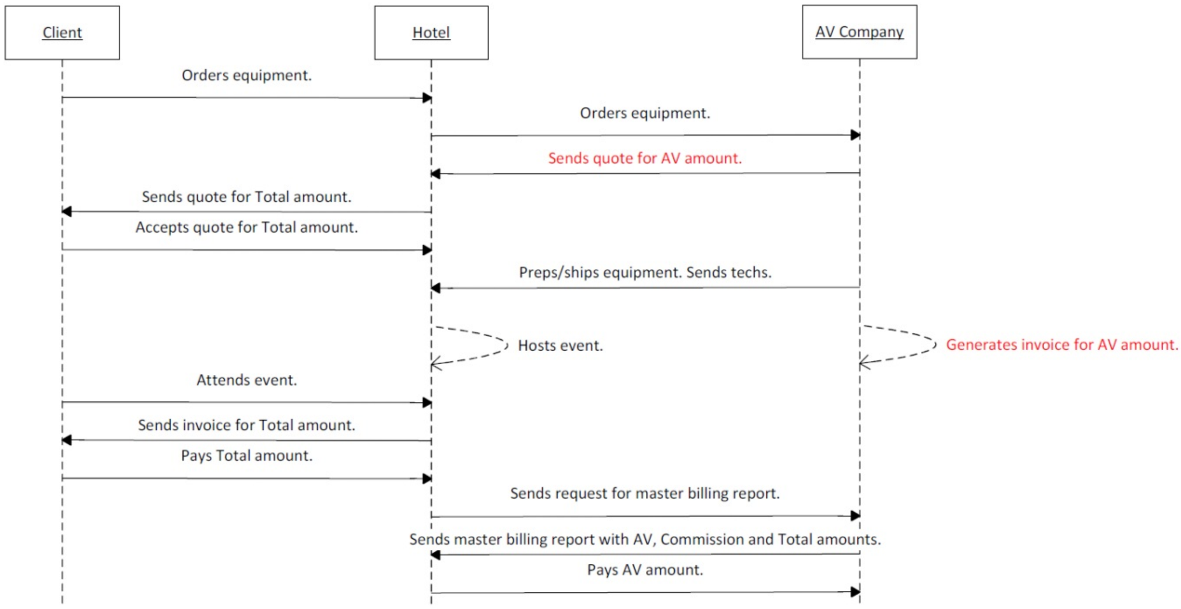
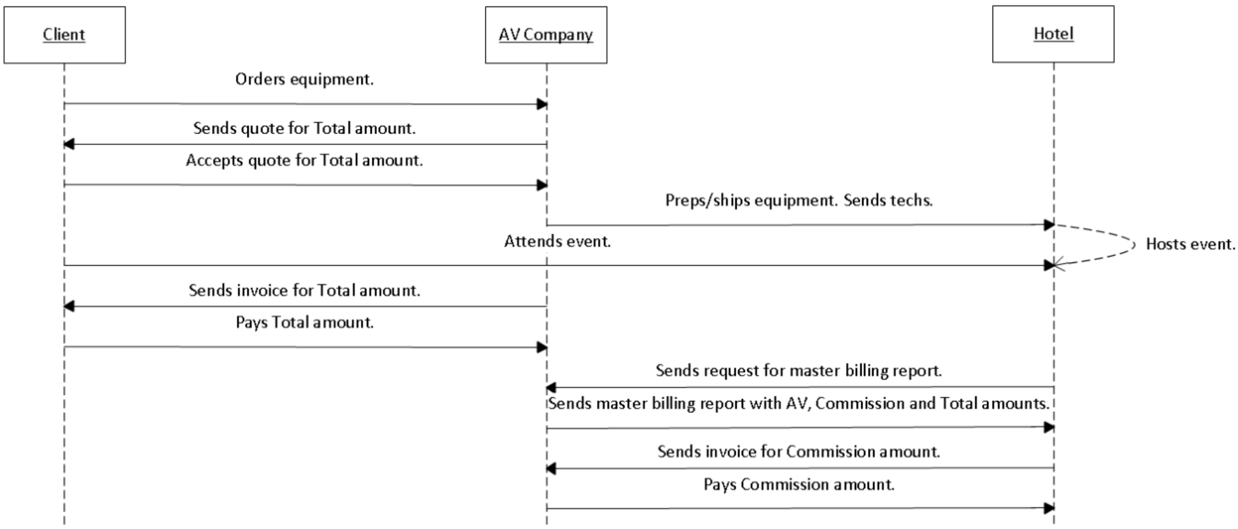


Direct Billing

- In some hotels the client contacts the AV Company directly and orders equipment and services
- The AV Company invoices the client
- Then at the end of the month, the AV Company pays a commission to the hotel based on the value of the client invoice



Sales and Promotion (S&P)

- Sales and Promotion scenario is when the hotel orders equipment and services from the AV Company at a heavily discounted rate.
- The is no commission involved.
- Discounts can be offered via a special price set, a booking discount or line item discounts; allowing for flexible pricing options to meet a range of needs.
- The amount of S&P billed to the hotel is reflected on the Master Billing report.

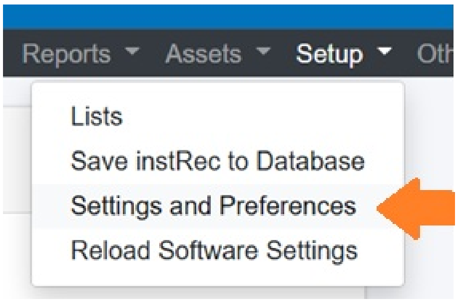
Configuring Hotel Master Billing

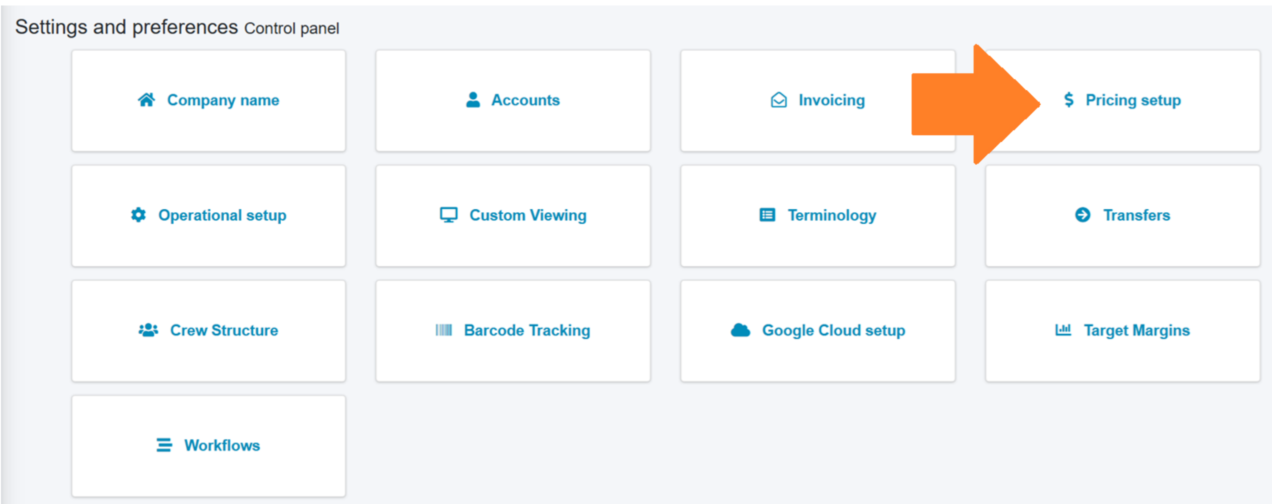
Pre-requisites

Before jumping into HMB, first ensure that the following items are configured

Locations	Locations are one of the core elements of HMB. Ensure all your locations are entered in location setup.
Inventory	Products are another core element of HMB. Ensure your product inventory is configured before starting. Although you can enter inventory at a later date, it's much easier to get HMB up and running when you already have your inventory entered.
Taxes	Tax defaults can be configured for each Master Billing entity and are selected from existing taxes set up in the system
Price Sets	Hotel commission works with Price Sets. A price set enables you to include commissions into the invoice price when billing the hotel and/or the client.

Enable HMB Parameter





18. Configure Master Billing Settings

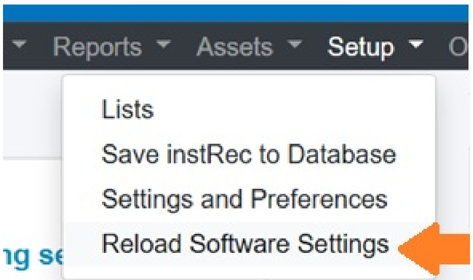
Enter Product Types

Product Types allow you to charge different commission rates on different products. You can also configure different commission rates depending on if the products are AV Owned or Hotel Owned (see entity commission and defaults below for more information). You can access the Setup Master Billing Product Types window via Pricing Parameter #18 or via the Setup Master Billing window.


Setup Master Billing Product Types

#	Enabled	Name	Notes	Action
1	☑	AUDIO	notes for audio	
2	☑	VIDEO	notes for video	
3	☑	Cases		

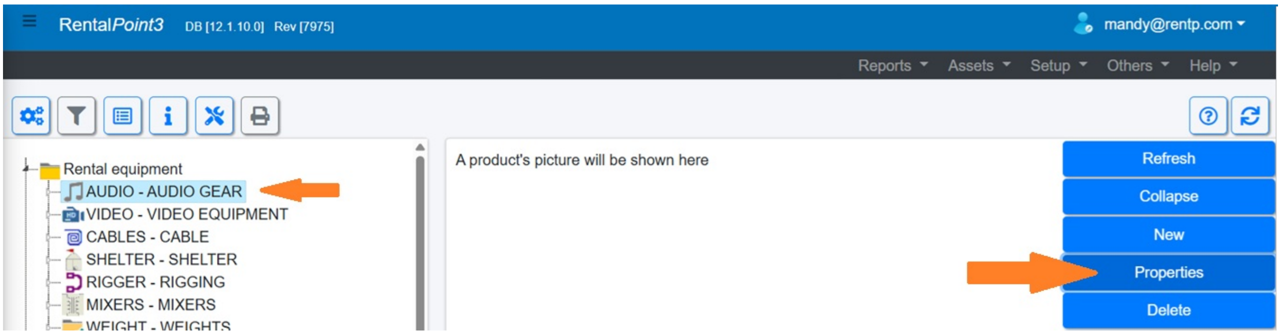
Reload software settings before proceeding to ensure your latest changes are available throughout the software.

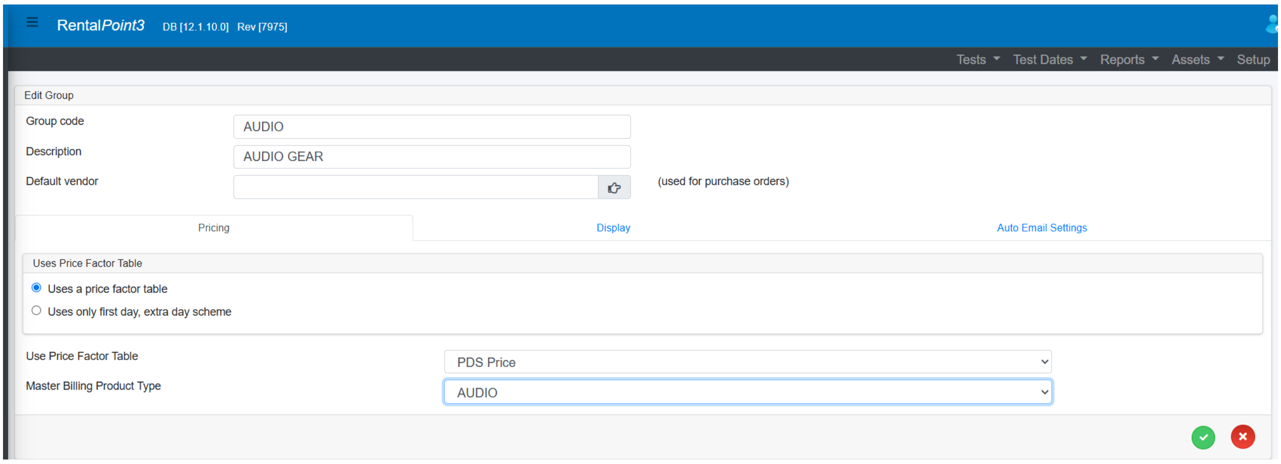


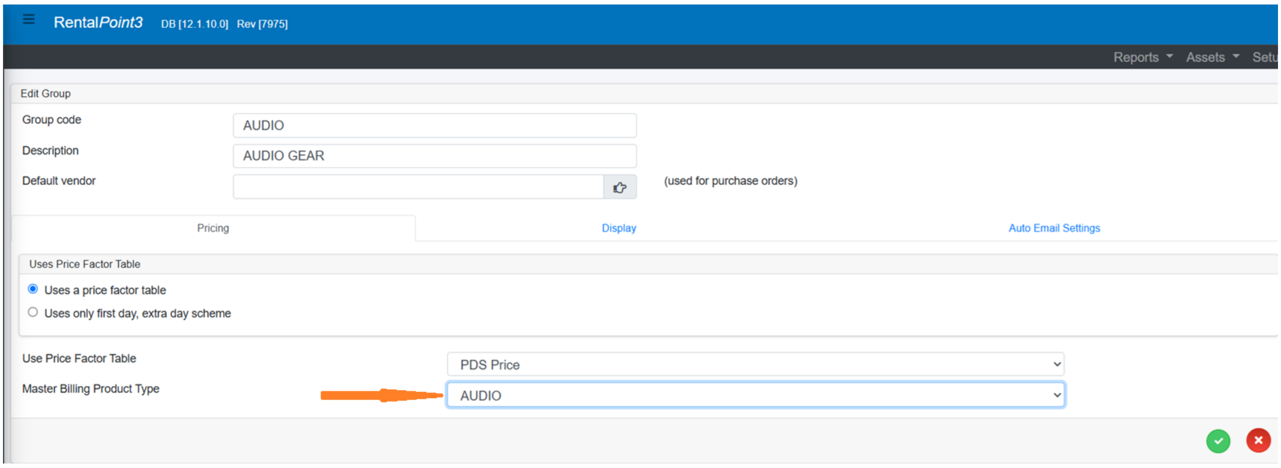
Apply Product Types to Groups

Now that you've configured your product types and commissions, you can apply those product types to your inventory. Navigate to Inventory Setup, edit the Group properties and set the Master Billing Product Type accordingly.

If the Master Billing Product Type is set to **Not Used** then the commission rates are pulled from the default commission rates

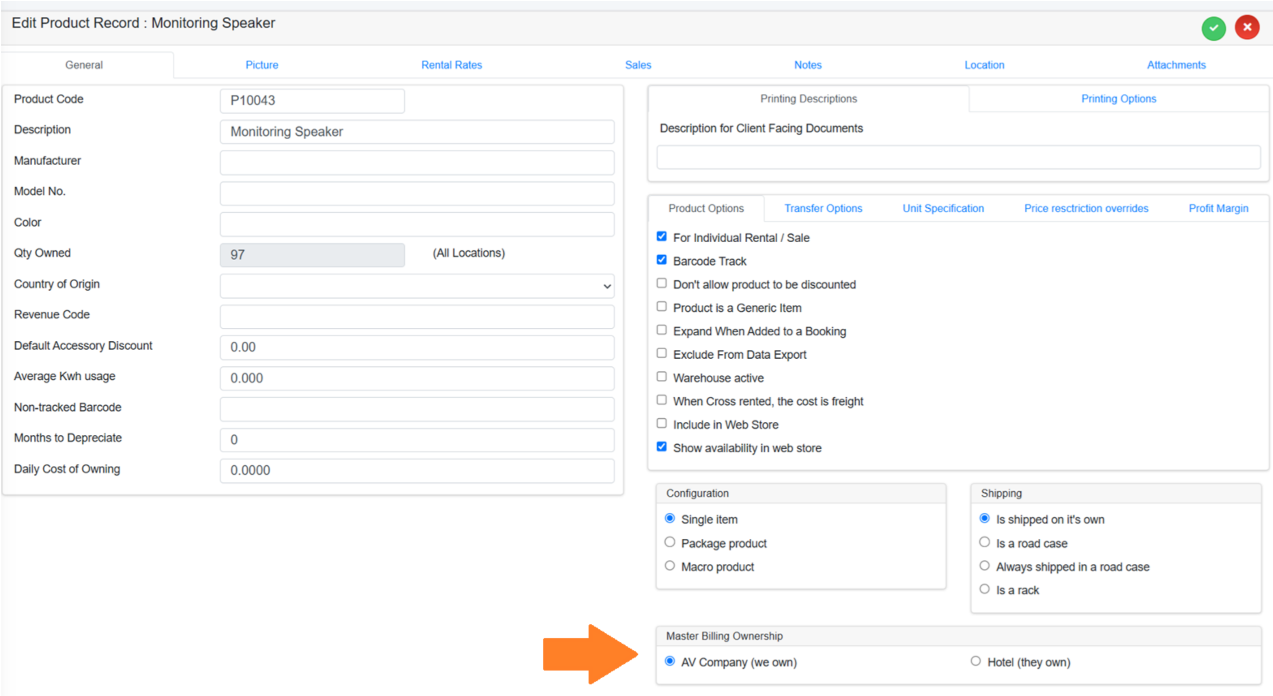






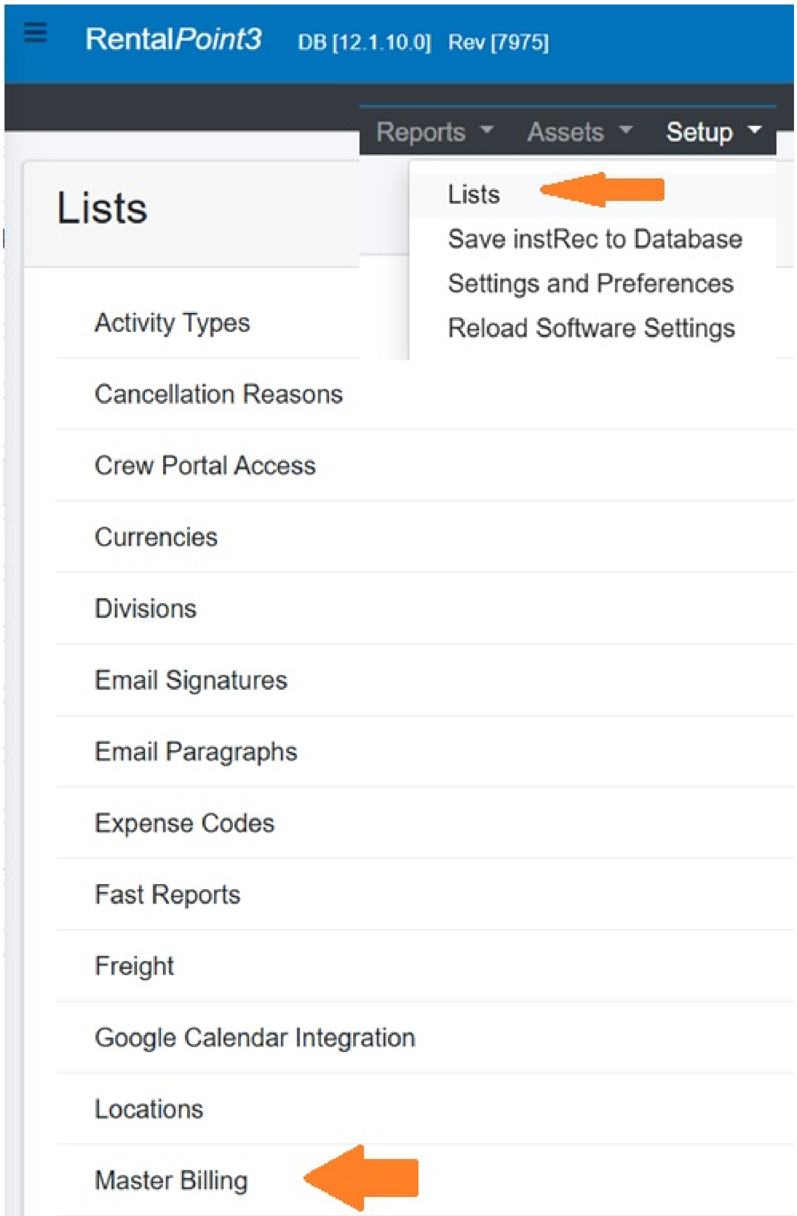
Product Ownership

Next, you'll need to configure your products to be either AV owned (you own them), or Hotel owned (the hotel owns them). The ownership of the product affects the commission calculations. The default ownership is AV company.

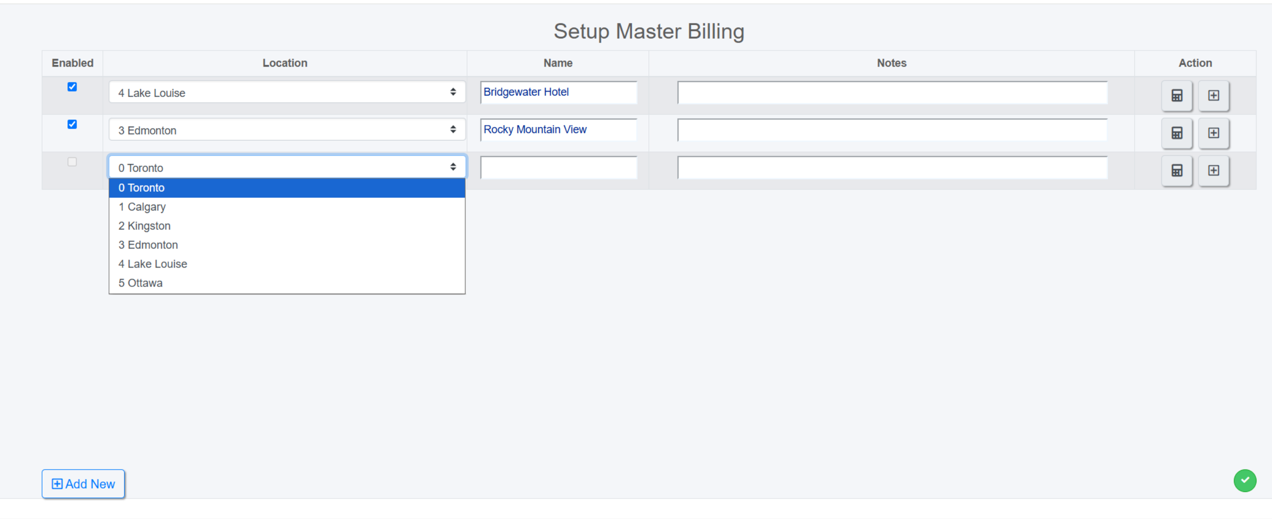


Hotel Master Billing Entities

Navigate to Master Billing Setup. This is where you'll configure your Hotel Master Billing entities.



The entities represent the different locations, hotels or venues with which you do business. Once you've added your entities you can use the checkbox in the Enabled column to enable or disable them in the future as needed. When unchecked the entity is excluded from master billing options and from the master billing report.



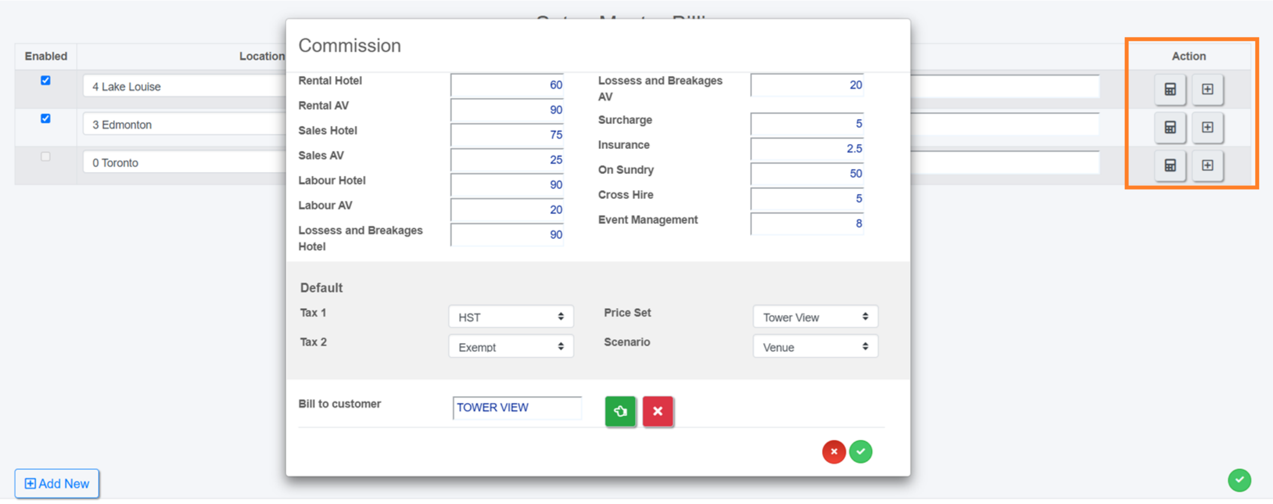
Entity Commissions and Defaults

Within the Setup Master Billing Entities window, use the Action buttons to the right of each entity set set up entity commissions.

In this window the commission percentages can be configured for both hotel owned and AV owned equipment. In the example below, if the AV Company rents equipment that the hotel owns (Rental Hotel), the hotel gets 60%, the AV Company gets 40%. If the AV Company rents their own equipment (Rental AV) then the hotel gets 10%, the AV Company gets 90%.

You can also use the Commissions window to configure entity defaults for:

Taxes	This overrides all other default tax settings
Price Set	Each entity may have different commission percentages; it's necessary to create a separate price set for each entoty which includes the commission.
Scenario	The default master billing scenario that a booking will use. This can be changed in each booking as needed.



Using Hotel Master Billing

For **Hotel Master Billing** to function correctly, each booking must meet the following requirements:

- Each booking must include rental equipment and services for **one room** and **one day only**.
- For events spanning multiple rooms or multiple days, **separate bookings must be created** for each room and each day.

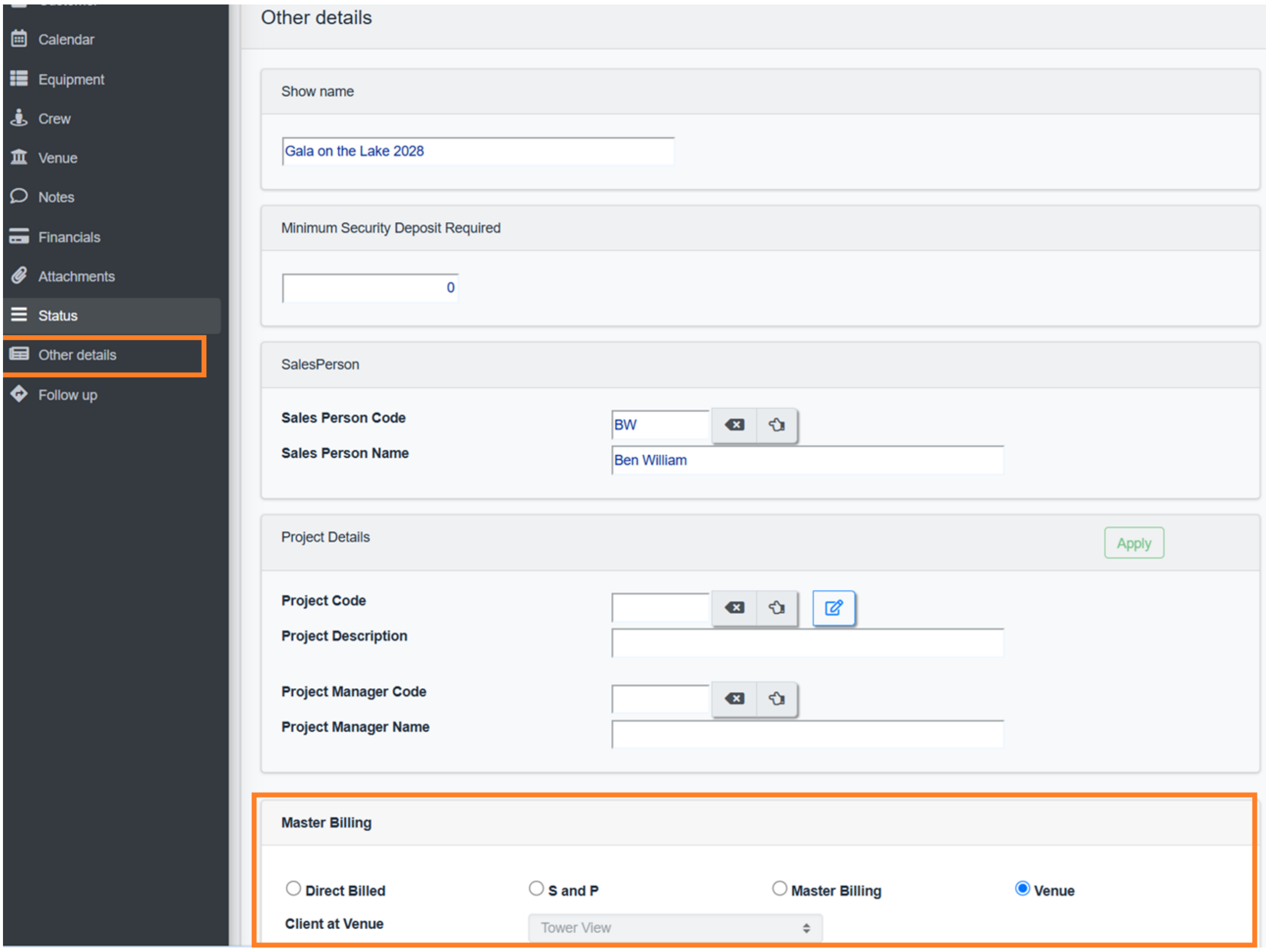
This structure provides several benefits:

- It simplifies the movement of equipment between rooms during multi-day events.
- It enables client-facing quotations and invoices to display subtotals by both **room** and **day**, resulting in clearer and more detailed documentation.

When using the **Project** option with Hotel Master Billing, all bookings associated with the same event must be assigned to the **same project**. This ensures that the individual bookings are linked together and can be managed and billed as a single event.

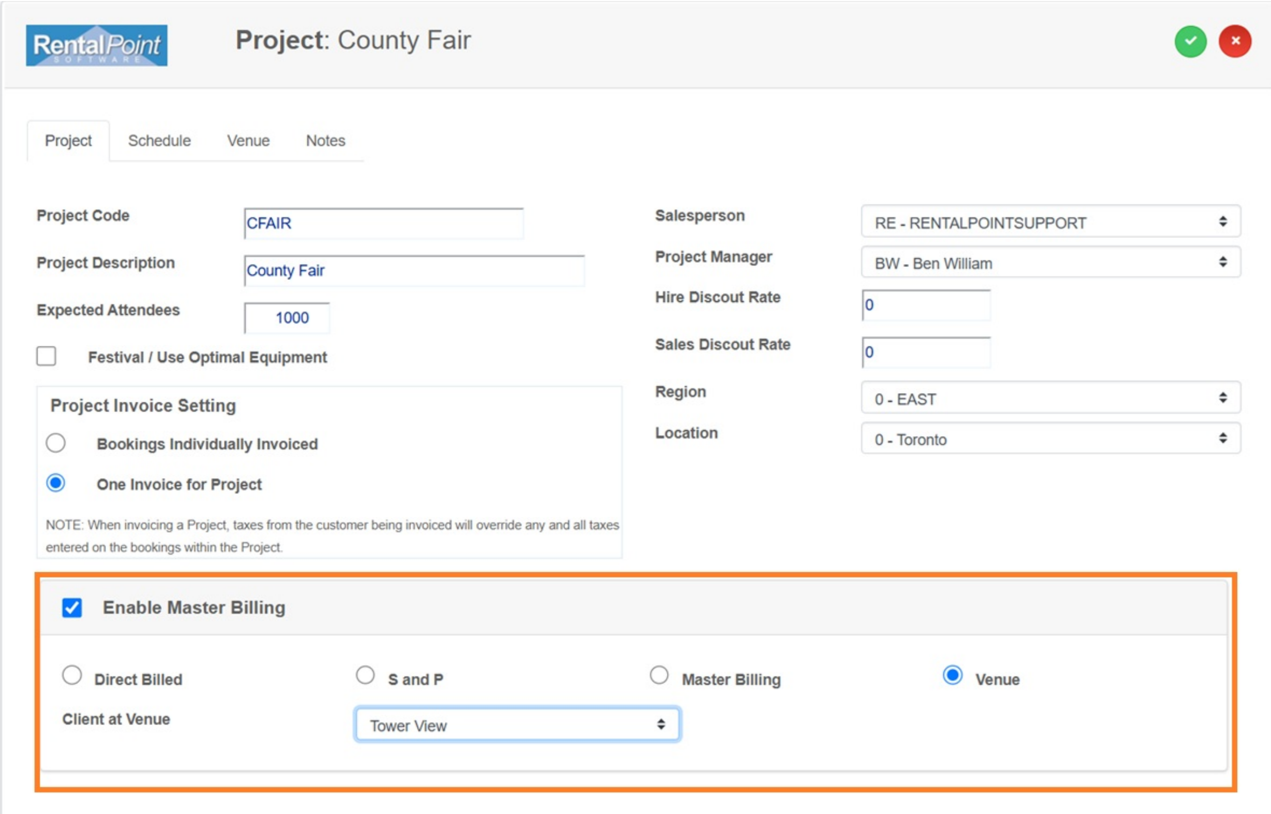
In a Booking

When creating a booking for a particular location (aka venue/entity), the Master Billing options are located in the Other Details tab.



In a Project

When activating Master Billing for a project, the project settings will override the booking settings



When printing a **Fast Report** for a project, users can configure different report templates for each scenario.

When the project document is printed, the system checks the **Master Billing** setting in the project properties and displays the list of report templates associated with the selected billing configuration. Users can then choose the appropriate template for the current printing scenario.

The Hotel Master Billing Invoice

You can invoice a master billed booking the same way as you would invoice a normal booking. Templates are required as below.

Venue Billed	The default templates are located in your Fast Report templates library labelled Alternative Billing Invoice and Alternative Billing Project Invoice respectively.
Master Billed Direct Billed S&P	These scenarios do not require any additional calculations for commissions; you can use any invoice template.

Invoice designs vary widely however here's an example of the Venue scenario where the hotel commission is deducted from the invoice as a discount, shown in red.

8301 Olive St,
Mtairie, LA 70111
111.222.3434 Phone
800.222.3434 Toll Free
500.222.3434 Fax
info@company.com

Invoice #:450

Printed: Wed, 22-Jul-2026

Delivery / Set Up:	07-Jan-2026 8:00 AM
Start:	07-Jan-2026 8:00 AM
End:	08-Jan-2026 5:00 PM
Show name:	Colebrook County Fair 2023
Venue:	Rocky Mountain View

Bill To: Tower View
5489 West 74th Street
Toronto ON H0R 3L9
Canada

Services	Total	Commission	Net Price
Equipment Rental	9,970.00	1,805.85	CAD 8,164.15
AUDIO	CAN 2,795.00	CAD 83.85	CAD 2,711.15
OTHER	CAN 7,175.00	CAD 1,722.00	CAD 5,453.00
Sales Items	CAD 150.00	CAD 36.00	CAD 114.00
Labor	CAD 1,320.00	CAD 316.80	CAD 1,003.20
Sundry	CAD 0.00	CAD 0.00	CAD 0.00
Losses	CAD 0.00	CAD 0.00	CAD 0.00
Insurance	CAD 1,002.50	CAD 20.05	CAD 982.45
Event Management			
Totals	CAD 12,856.60	CAD 2,178.70	CAD 10,677.90
HST			CAD 0.00
Exempt			CAD 650.20
Total Amount Posted			**CAD 11,328.09**

For details please refer to folowing pages

All charges will be posted to the Hotel Master Account listed or Credit Card

By signing below I acknowledge that I have approved the project and it's associated costs as detailed and that Company is contracted to provide the listed services and equipment.
By signing below I also agree that I am responsible for the safe return of the rental equipment, and agree to be charged for any damages and losses as notified by Company.

Signature Date

Page 2 shows the equipment list pricing.

8301 Olive St,
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800.222.3434 Toll Free
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info@company.com

Invoice #:450

Show name: Colebrook County Fair 2023
Venue: Rocky Mountain View

Delivery / Set Up: 07-Jan-2026 8:00 AM
Start: 07-Jan-2026 8:00 AM
End: 08-Jan-2026 5:00 PM

	Product name:	Qty:	Unit:	Discount:	Extended:
Date: 19-Jan-2026	**Venue Room:**				
Outsourced Labour	Electrical Contractor - 08:00AM - 06:00PM	1	120.00	0.00	1,320.00
			Sub Total:		**1,320.00**
AUDIO					
AUDIO GEAR	GHH 15 FLOOR STANDING SPEAKER	1	100.00	10.00	90.00
AUDIO GEAR	Wireless Mic	1	200.00	20.00	180.00
AUDIO GEAR	24 Channel Digital Mixer	1	250.00	25.00	225.00
			Sub Total:		**1,815.00**
			Discount:		**55.00**
VIDEO					
sales	caution tape	1	50.00	0.00	50.00
sales	BASKET	1	100.00	0.00	100.00
VIDEO EQUIPMENT	Monitor 25"	1	1235.00	0.00	1,235.00
VIDEO EQUIPMENT	Benq widescreen	1	100.00	0.00	100.00
VIDEO EQUIPMENT	PC for dashboard Control	1	100.00	0.00	100.00
			Sub Total:		**3,400.00**
			Subtotal for Day:		**3,400.00**
Date: 20-Jan-2026	**Venue Room:**				
AUDIO					
AUDIO GEAR	GHH 15 FLOOR STANDING SPEAKER	1	100.00	0.00	100.00
AUDIO GEAR	Wireless Mic	1	200.00	0.00	200.00
AUDIO GEAR	24 Channel Digital Mixer	1	250.00	0.00	250.00
			Sub Total:		**3,950.00**
VIDEO					
VIDEO EQUIPMENT	Monitor 25"	1	1235.00	0.00	1,235.00
VIDEO EQUIPMENT	Benq widescreen	1	100.00	0.00	100.00
VIDEO EQUIPMENT	PC for dashboard Control	1	100.00	0.00	100.00
			Sub Total:		**5,385.00**

The final page shows the totals

Company.com

8301 Olive St,
Mtairie, LA 70111
111.222.3434 Phone
800.222.3434 Toll Free
500.222.3434 Fax
info@company.com

Invoice #:450

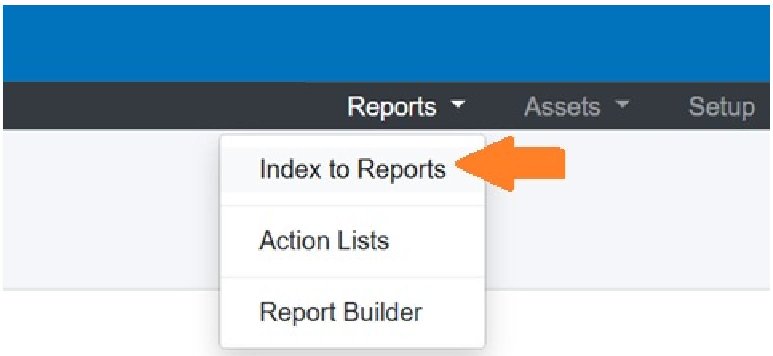
Show name: Colebrook County Fair 2023
Venue: Rocky Mountain View

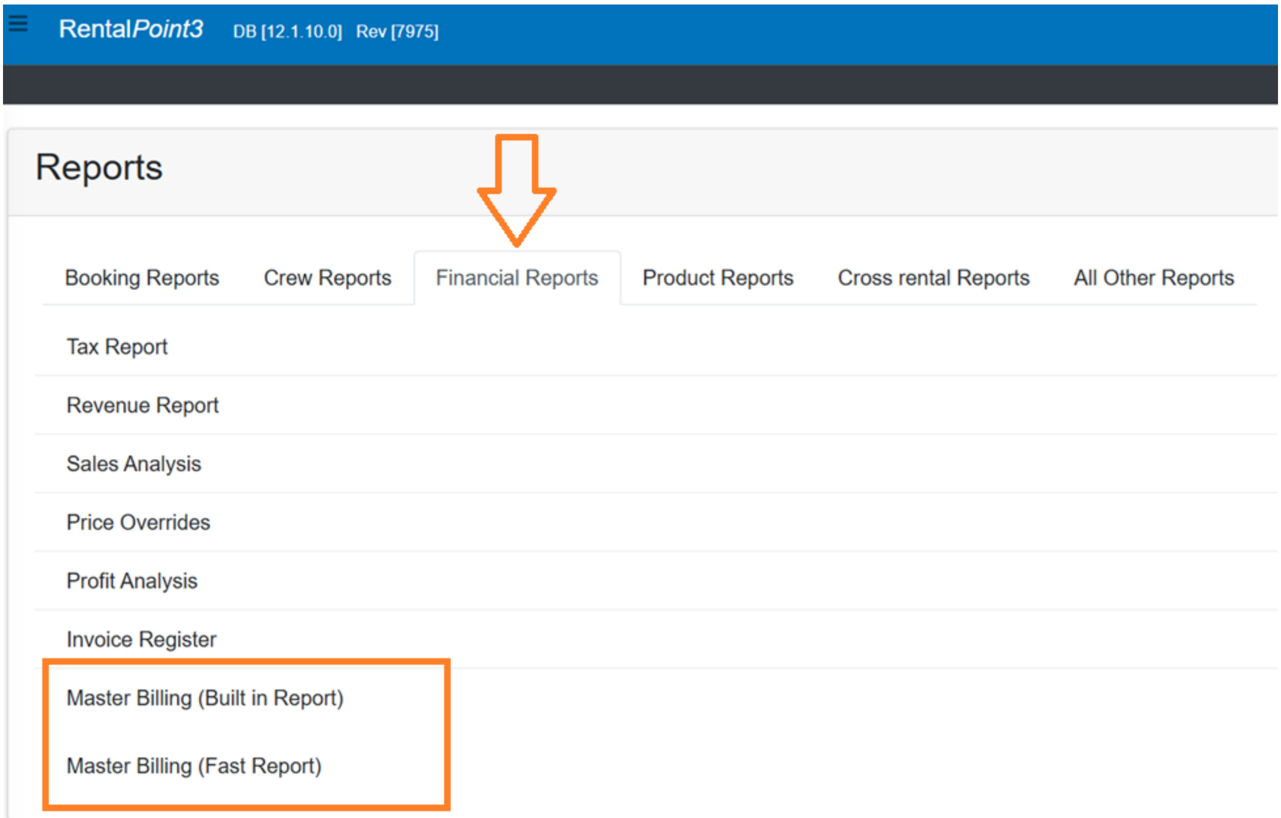
Delivery / Set Up: 07-Jan-2026 8:00 AM
Start: 07-Jan-2026 8:00 AM
End: 08-Jan-2026 5:00 PM

	Product name:	Qty:	Unit:	Discount:	Extended:
				Sub Total:	**9,355.00**
AUDIO					
AUDIO GEAR	GHH 15 FLOOR STANDING SPEAKER	1	100.00	0.00	100.00
AUDIO GEAR	GHH 15 FLOOR STANDING SPEAKER	1	100.00	0.00	100.00
AUDIO GEAR	Wireless Mic	1	200.00	0.00	200.00
AUDIO GEAR	24 Channel Digital Mixer	1	250.00	0.00	250.00
				Sub Total:	**10,005.00**
VIDEO					
VIDEO EQUIPMENT	Benq widescreen	1	100.00	0.00	100.00
VIDEO EQUIPMENT	Monitor 25"	1	1235.00	0.00	1,235.00
VIDEO EQUIPMENT	PC for dashboard Control	1	100.00	0.00	100.00
				Sub Total:	**11,440.00**
				Subtotal for Day:	**11,440.00**

Running the Master Bill Report

The Master Billing report is located in the Reports-->Financials submenu. Simply select the entity to report on (Master Billing Name), select any additional scope or option and click print.





Here's how each scenario is handled:

Master Billed	These bookings have been billed to the hotel. Each Master Billed booking is listed with a breakdown of commissions for the booking. A sub total is displayed for all Master Billed bookings and the commission is subtracted from the grand total owed to the AV Company.
Venue Billed	These bookings have been billed to the hotel, but the commission has been removed as a discount from the amount owed. The total of Venue billed bookings is added to the grand total owing to the AV Company.
Direct Billed	These bookings have been billed directly to the client. The total commission from these bookings is due to the hotel. The amount is subtracted from the grand total owing to the AV Company.
S&P	These bookings have been billed to the hotel; however there is no commission payable. The total amount of these bookings is added to the grand total owing to the AV Company.