

Room Block Reconciliation Checklist

1. BEFORE THE EVENT

- Collect key hotel contacts:** Sales, reservations, and accounting - names, emails, phones.
- Confirm billing process:** Agree in writing on how room night pickup will be tracked and invoiced.
- Set close-down dates wisely:** Keep changes in your system until 24 to 72 hrs before arrival.
- Prep email templates:** Save your pickup/refute messages in your CRM for fast follow-up.

2. AFTER THE EVENT

- Pull your pickup report** from your room block management software.
- Scrub for outliers:** Late cancels, no-shows, and modifications.
- Email hotels to confirm totals** and give a 3 to 7 day window to refute.
- If no response**, invoice based on your system data.
- Send invoice to accounting** (not reservations) for faster payment.

3. TO GET PAID FASTER

- Invoice ASAP**, with clear breakdowns of room nights, rates, and payouts.
- Disable slow-paying hotels** from the next event using your system settings.
- Sort trustworthy hotels to the top** of your booking page.
- Consider booking fees or pre-payment** to reduce reconciliation entirely.