

01 / OWNER SUMMARY

A clear view of the difference.

Demonstration Hotel

Example period: 1-30 September 2026 | Currency: USD

EXPECTED NET	BANK RECEIPT	REQUIRES REVIEW
\$9,500	\$9,400	\$100

The settlement bridge

Operational card payments	\$10,000	PMS-101
Processing fees	-\$300	PROC-077
Documented refund	-\$200	REF-021
Expected net settlement	\$9,500	10,000 - 300 - 200
Bank receipt	\$9,400	BANK-044

EX-001 / OPEN

A \$100 difference remains unexplained. Evidence is required.

What the owner should know

The illustration compares \$9,500 expected net settlement with a \$9,400 bank receipt. The \$100 difference has not been classified as a loss or recovery. The next action is to request the processor adjustment record.

Coverage: simplified fictional monthly totals from one operational source, one settlement provider and one bank account. Source references are invented; no transaction population, completeness or real financial result has been verified.

02 / EXCEPTION AND HANDOVER

Evidence. Ownership. Next action.

EX-001**Settlement shortfall**

Status: Open | Amount requiring review: \$100

01 Evidence available

PMS-101: card payments of \$10,000. PROC-077: processing fees of \$300. REF-021: documented refund of \$200. BANK-044: bank receipt of \$9,400.

02 Question to resolve

Does a processor adjustment or additional bank receipt explain the \$100 difference? The example does not establish the cause.

03 Assigned next action

The nominated hotel finance contact requests the processor adjustment record and supplies any matching subsequent receipt. The review owner records the evidence and updates the exception.

04 Closure requirement

Confirm a matching receipt, verify an authorised correction, or document a supported explanation accepted by the appropriate customer approver. A provider acknowledgement alone does not close the item.

05 Handover boundary

If the evidence remains outstanding at the agreed endpoint, hand over the open item with its dependency and next action. Additional investigation requires an agreed scope.

Reading this example creates no engagement. The website remains a service preview; external enquiries are closed. Pricing, delivery responsibilities, data handling and scope must be agreed before any future work.