**APPENDIX 1:**

**Soft launch call process for: AR (Availability and Rates) & BR/BC (Booking Retrieval / Booking Confirmation)**

1. **Preparation before Soft Launch Call: (AR, BR / BC )** 
   1. Execute all scenarios in ([Appendix 5](#Appendix_5)) using [Expedia Test Hotel](https://expediaconnectivity.com/test-properties/) before soft launch call.
   2. Select *contracted property* with Expedia Hotel ID for soft launch
   3. Important: Ensure the *property* match Vendor’s system configuration (i.e. Pricing Model, Distribution Model, etc.).
   4. Forward completed [Appendix\_2](#Appendix_2) to [eqcss@expedia.com](mailto:eqcss@expedia.com)
   5. Forward completed [Appendix\_3](#Appendix_3) to [eqcss@expedia.com](mailto:eqcss@expedia.com)
   6. Expedia will provide live EQC & EPC credentials and mapping instruction for contracted property *that you have nominated.*
2. **Before Soft Launch Call the following must be in place:**
   1. Map the property on ***your Production Environment*** with *active* room types and rate plans
   2. Ensure availability and rates are up to date
   3. For *BC* ensure your system is set to generate a *Hotel Confirmation reference* for: bookings, modifications & cancellations.
3. **Soft Launch Call** 
   1. During soft launch call the test scenarios ([Appendix 5](#Appendix_5)) will be executed. Expedia will check if changes are updated successfully
4. **After Soft Launch Call** 
   1. Vendor monitors live AR / BR / BC updates for *soft launch property*  for 7 days
   2. If connection performs as expected with no warnings and errors, the Vendor will be out of soft launch and other properties can connect to Vendor system via EPC

**Certification process for BN (Booking Notification)**

Set up connectivity in **Test Environment for BN :**

1. Forward completed [Appendix\_2\_](#Appendix_2_) to [eqcss@expedia.com](mailto:eqcss@expedia.com)
2. Forward completed [Appendix\_3](#Appendix_3) to [eqcss@expedia.com](mailto:eqcss@expedia.com)
   1. Mandatory to include BN endpoint where Expedia will send the Booking Notification transaction to your **Test** Environment [(item 12 in Appendix 3)](#BN_Endpoint_For_Test_Environment)
3. Expedia set up Vendor in Test Environment and notify Vendor with access details
4. Vendor proceeds with self-testing using [PTS Simulator tool](http://pts.expediaconnect.com/)
5. After self-testing completed Vendor notify [EQCSS@expedia.com](mailto:EQCSS@expedia.com) to arrange time for BN certification
6. Expedia provides current *BN certification test scenarios* and guidance on certification process

Set up connectivity in **Production Environment for BN**

1. Once BN certification is completed, Expedia establish connectivity in **Production environment** and connect first contracted property
2. Vendor proceeds with Beta and monitor BN connection for 7 days
3. If connection performs as expected with no warnings and errors, the Vendor will be out of Beta and other properties can connect to Vendor system via EPC

**APPENDIX 2:**

1. **Complete Soft launch property details. Hotel settings must meet Vendor system configuration.**

|  |  |
| --- | --- |
| **Hotel Name** |  |
| **Expedia Hotel ID** |  |
| **Hotel City** |  |
| **Hotel Country** |  |
| **Business Model (Expedia Collect, Hotel Collect or ETP (Expedia Traveller Preference) )** |  |
| **Pricing Model (Occupancy Based or Per Day Pricing model)** |  |
| **Rate Type (Sell, LAR, Net)** |  |

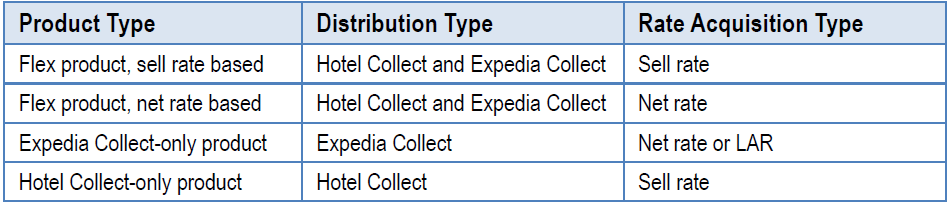
1. **Vendor Connectivity Interface Information** for AR, BR/BC BN methods. If the hotel wish both AR and BR or BN with the same Vendor, then all columns have to be completed.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Availability, Rates & Inventory**  **AR & PARR** | **Booking Delivery**  **BC & BR** | **Booking Notifications**  **BN** |
| **Company Name** |  |  |  |
| **Complete Address / Zip/Postal Code** |  |  |  |
| **Country** |  |  |  |
| **E-mail for receiving EQC logins** |  |  |  |
| **Telephone Number:** |  |  |  |
| **System Name:**  *(name will appear in EPC for properties to select the vendor)* |  |  |  |
| **System Type**  (CRS, PMS, RMS, Rate Allocator): |  |  |  |
| **Website:** |  |  |  |

**APPENDIX 3:**

EQC Questionnaire for **AR, BR/BC, BN** APIs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | System Information | YES / NO | Description | Notes |
| *RATE MANAGEMENT – (*AR, BR/BC, BN) | | | | |
| 1 | Allow **Occupancy Based Pricing** | **Yes / No** | *RECOMMENDED PRICING MODEL. In this pricing model, a cost is assigned to a rate plan for each room occupancy, so separate rates can be set each day for a single, double, triple, etc., making this model the most dynamic and flexible in terms of daily pricing.* |  |
| 2 | Allow for **Per Day Pricing** | **Yes / No** | *In this pricing model, a cost is assigned to a rate plan each day at a per person rate for a non modifiable base number of two occupants. A single guest is charged a "single supplement"—a charge added to the per person rate when there is only one person in the room. For example, if cost is entered as $50 per person and there is a single supplement of $25, then the cost for a single guest is $50 + $25 = $75, while two occupants are charged 2 x $50 = $100. Extra person fees apply to third and subsequent guests.* |  |
| 3 | Support **Lowest Available Rate**  **(LAR= Sell value)**  *(Refer to the table below for right setup)* | **Yes / No** | *BEST PRACTICE. The lowest publically available rate for a room. Providing Expedia with LAR removes the need for hotel or hotel system to calculate the net rate for Expedia Collect.* |  |
| 4 | Support **Net Rate**  *(Refer to the table below for right setup)* | **Yes / No** | *NetRate: returned for ExpediaCollect-only and Expedia Traveller Preference (ETP). The best available rate for the relevant booking, net of Expedia’s compensation for facilitating the booking.* |  |
| 5 | Support **Expedia Traveller Preference (*E*TP).**  *(Refer to the table below for right setup)* | **Yes / No** | *BEST PRACTICE Abbreviation for Expedia Traveller Preference. A program allowing customers to decide whether to pay for their reservation at the time of booking or at the hotel. ETP Hotel A hotel that operates both Expedia Collect and Hotel Collect under one contract. Expedia Collect When Expedia collects payment from the customer. Hotel Collect When the hotel collects payment from the customer. Requires system to be able to update Expedia using either numeric or alphanumeric product codes in messaging.* |  |
| 6 | Support **Expedia Collect** only model  *(Refer to the table below for right setup)* | **Yes / No** | *Expedia Collect - when Expedia collects payment from the customer.* |  |
| 7 | Support **Hotel Collect** only model  *(Refer to the table below for right setup)* | **Yes / No** | *BEST PRACTICE. A program allowing customers to pay for their reservation at the hotel. Required for hotels with a Hotel Collect contract. Hotel will need to collect payment from the customer. Notifications for Hotel Collect bookings will include customer credit card details. Requires system to update Expedia with Sell value only using alphanumeric product codes in messaging.* |  |
| *CLARIFICATION: Send the right type of rate to Expedia: sell rate, net rate or LAR?:* | | | | |



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *RATE MANAGEMENT – (*AR) | | | | | |
| 8 | Support **refresh of Rates and Inventory** | **Yes / No** | ***If YES please specify if on: Hotel Level / System level / Hotel and System Level*** | | |
| *BOOKING (*BR/BC, BN) | | | | | |
| 9 | Confirm **your system will return Confirmation numbers** via your API. | **Yes / No** | ***MANDATORY.*** | |  |
| 10 | Support **Credit Card Data** both customer and Expedia Virtual Credit Card | **Yes / No** | *BEST PRACTICE. Expedia Virtual Card (EVC) allows merchant hotels to receive payments for bookings made via virtual credit cards. The card details are sent to the hotel within the booking notification and make payment for the hotel quick and easy. Notifications for Hotel Collect bookings will include customer credit card details.* | |  |
| 11 | Is your company **PCI compliant**?  This is **MANDATORY** IF you support Credit Card data. | **Yes / No** | *The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all companies that store, process or transmit credit card information maintain a secure environment. For further information, you can review the* [*PCI Quick Reference Guide*](https://www.pcisecuritystandards.org/documents/PCIDSS_QRGv3_1.pdf)*.* | |  |
| If you are not PCI compliant and not planning to become compliant can you explain why? | **Date:** | **Plans:** | |
| If currently NOT compliant please share your plans and target date for being compliant. | **Explain:** | | |
| Is your system can handle BR or BN XML message without customer credit card information? | **Yes / No** | | *If you are not PCI compliant, Expedia would not send customer credit card details in the XML message. The property would require to go to Expedia Partner Central in order obtain customer credit card information manually and only in specific timeframe - as per documentation:* [*www.expediaconnectivity.com*](http://www.expediaconnectivity.com) |
| *BOOKING (*BN) | | | | | |
| 12 | State BN endpoint where Expedia will send the Booking Notification transaction to your **Test** Environment |  | | |  |
| 13 | State BN endpoint where Expedia will send the Booking Notification transaction to your **Production** Environment |  | | |  |
| *BOOKING (*BR) | | | | | |
| 14 | What is the **Frequency of Booking Retrieval** | **Yes / No**  Every XX minutes | *Frequency of updates is the number of times/min/hour/etc. the hotel systems requests pending bookings from Expedia.*  *Recommended BR minimum every* ***10 minutes*** | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *RESTRICTIONS MANAGEMENT – (*AR) | | | | |
| 15 | Allow **Rate Plan level** Open/Close messages via EQC | **Yes / No** | *BEST PRACTICE.* |  |
| 16 | Allow **Room Type level** Open/Close messages via EQC | **Yes / No** | *Not recommended by Expedia. Best practice is rooms are closed out at rate plan level.* |  |
| 17 | Support the “**Minimum and Maximum Length of Stay**” restriction | **Yes / No** | *BEST PRACTICE. Restriction applies to arrival date or stay through* |  |
| 18 | Support the **“Closed to Arrival (CTA)”** restriction | **Yes / No** |  |  |
| 19 | Support the **“Closed to Departure (CTD)”** restriction | **Yes / No** |  |  |
| Special Requests & POS - BR, BN | | | | |
| 20 | Does your system support **current Six types of Special Requests** and **surface** the information **to the properties?**  **(1.x**) bedding preferences w/ different codes for beddings  **(2)** smoking/no smoking  **(3)** indication of multi room bookings  **(4)** free text  **(5)** payment instructions  **(6)** Value Add Promotions  **Can the your system and hotel PMS support a string length of 256 characters:** | 1. **Yes / No** 2. **Yes / No** 3. **Yes / No** 4. **Yes / No** 5. **Yes / No** 6. **Yes / No**   **Yes / No** | *Special Request made by the customer. Can have up to 6 different special requests, and each one can be one of 6 types.*  *In future there might be additional Special Request types.* |  |
| 21 | Support **Point of Sale (POS)** Brand Identification | **Yes / No** | ***MANDATORY****. Your system must be able to accept additional values for brands that will be sent over your Booking API.*  *For Partners on* ***Expedia QuickConnect (EQC)*** *– Specifics on Point of Sale Brands and requirements can be found in the*[*Expedia QuickConnect Booking Retrieval API Definition section*](https://expediaconnectivity.com/apis/availability-rates-restrictions-booking-notification-retrieval-and-confirmation/expedia-quickconnect-booking-retrieval-confirmation-api/reference-br.html#booking-retrieval-response-complete-schema-definition)*.  For Partners on* ***Booking Notification*** *– Specifics on Point of Sale Brands and requirements can be found in the "Hotel Reservation Notification RQ/RS" section of the*[*Booking Notification API Definition*](https://expediaconnectivity.com/apis/availability-rates-restrictions-booking-notification-retrieval-and-confirmation/booking-notification-api/reference.html#hotel-reservation-notification-rq-rs)*, while the expanded list can be found in the*[*Point of Sale Brand List*](https://expediaconnectivity.com/apis/availability-rates-restrictions-booking-notification-retrieval-and-confirmation/booking-notification-api/reference.html#point-of-sale-brand-list)*.* |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| INVENTORY MANAGEMENT | | | | | |
| 22 | Developed for the Total Inventory functionality | **Yes / No** | | *BEST PRACTICE. The Total Inventory function allows a system to send remaining inventory as a total of both base and flexible allocation. When processed via EQC the number of remaining base will be subtracted from the total inventory in the message and the remainder will be stored as flexible allocation.* | |
| 23 | Maximum number of **days** inventory supported |  | | | |
| 24 | Maximum number of **Room types** supported |  | | | |
| 25 | Maximum number of **Rate Plans** per Room type supported |  | | | |
| 26 | What are the maximum number of days your system can send the inventory |  | | | |
| ADMINISTRATION | | | | | |
| 27 | Who is responsible for **New** Property **mapping the Room types and Rate Plans** to your system interface? | | Please specify :   1. **System Provider** 2. **Hotel** 3. **Both** | |  |
| 28 | Who is responsible for **Existing** Property **mapping the Room types and Rate Plans** to your system interface? | | Please specify :   1. **System Provider** 2. **Hotel** 3. **Both** | |  |
| 29 | Do you surface AR/BR/BC/BN errors to properties | | **Yes / No** | |  |
| 30 | Alias email address including all contact that wish to receive notifications from Expedia on outage/maintenance | | *Email:* | |  |
| 31 | New Property Support contact | | *Name:*  *Email:*  *Telephone including country code:* | |  |
| 32 | Support Contact Email  *(If the hotel has a problem with the interface, who do they contact?)* | | *Name:*  *Email:*  *Telephone including country code:* | |  |
| 33 | Contact for escalations | | *Name:*  *Email:*  *Telephone including country code:* | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Status for additional API <https://expediaconnectivity.com/developer> | | | |
| 34 | Product API | Please delete what is not applicable:  **Considering to develop**  **Developing stage**  **Production stage** | *BEST PRACTICE The Product API allows partners to read, create and edit room types and rate plans via the API, without having to use ExpediaPartnerCentral or contact their market manager.* |
| 35 | Booking Notification API | Please delete what is not applicable:  **Considering to develop**  **Developing stage**  **Production stage** | *The Booking Notification API allows partners to receive new, modified or cancelled reservations in near real time, as Expedia customers make these bookings.* |
| 36 | Image API | Please delete what is not applicable:  **Considering to develop**  **Developing stage**  **Production stage** | *The Image API enables Expedia partners to add new images (one at a time), read images that currently exist for a property, and edit existing images' meta data like categories or room assignment.* |
| PARR API -- PRODUCT, AVAILABILITY and RATES RETRIEVAL | | | |
| 37 | Does the system support PARR API:   1. Retrieval of product information for Room Types and Rate Plans 2. Retrieval of product availability and rates | **Yes / No**  **Yes / No** | BEST PRACTICE. After an EQC partner receives its credentials to connect to Expedia QuickConnect services, you can connect to Expedia systems to retrieve the current product configuration defined on Expedia for automated mapping via XML. |

**APPENDIX 4:**

**Expedia Conference Bridge Details for AR, BR, BC:**

1. An EQC System Specialist sets up a one hour Soft Launch call
2. The outlook calendar meeting will be sent to you with the conference Tel number
3. During the call we will perform tests as per Appendix 5
4. After the call please monitor transactions for one week for errors and warnings. If all goes as expected with the connection the vendor will move out of Soft Launch and be fully connected.
5. Additional hotels can join as per guidance that will be sent to you once you out of Soft Launch

**APPENDIX 5:**

**EQC Soft Launch Call Only for AR / BR/BC – Test Scenarios (***For BN test cases please contact* [*eqcss@expedia.com*](mailto:eqcss@expedia.com)**)**

* The soft launch property must be configured in your Production environment.
* All active room types and rate plans must be mapped in preparation to send rates, availability and restriction.
* Expedia will connect soft launch property to EQCshortly before the call.

|  |  |
| --- | --- |
| **Information** |  |
| Vendor Name |  |
| System Name |  |
| **Part – 1.1**  **Change Rate** | **Availability, Rates and Inventory**  Change rates for multiple products (several room types and/or rate plans) on specified dates |
| Successful YES / NO |  |
| **Notes** |  |
| **Part – 1.2**  **Change a restriction** | **Availability, Rates and Inventory**  Change Minimum and Maximum nights stay restriction on a room type and rate plan |
| Successful YES / NO |  |
| **Notes** |  |
| **Part – 1.3**  **Close a Rate Plan** | **Availability, Rates and Inventory**  close out a rate plan on a specified dates |
| Successful YES / NO |  |
| **Notes** |  |
| **Part – 1.4**  **Close to Arrival**  **Close to Departure** | **Availability, Rates and Inventory**  Close a rate plan to arrival/ departure on a specified dates |
| Successful YES / NO |  |
| **Notes** |  |
| **Part – 1.5**  **Change allocation** | **Availability, Rates and Inventory**  Change allocation for a room type on a specified dates |
| Successful YES / NO |  |
| **Notes** |  |
| **Part – 2.1**  **Booking Retrieval & Confirmation/ Modification / Cancellation** | We will create, modify and cancel a test booking with Special Requests ([Question 20](#Question_20)) and ask you to retrieve the XML.  **Booking Confirmation should be developed for this test for booking / for modification / for cancellation.**  If your interface supports Child age, the test booking will include a child. |
| Successful YES / NO |  |
| **Notes &**  **Booking ID** |  |
| **Part – 2.2**  **Booking Retrieval & Confirmation/ Cancellation**  **Additional POS (i.e. Orbitz)** | We will create and cancel test booking with specific Point of Sales and ask printscreen on how you would surface POS to the property . Your system must be able to accept additional values for brands that will be sent over your Booking API.  **POS is mandatory.** |
| Successful YES / NO |  |
| **Notes &**  **Booking ID** |  |
| **Booking Retrieval & Confirmation/ Cancellation**  **Additional POS (EQCSS select the POS to test)** | We will create and cancel second test booking with specific Point of Sales and ask printscreen on how you would surface POS to the property. Your system must be able to accept additional values for brands that will be sent over your Booking API.  **POS is mandatory.** |
| Successful YES / NO |  |
| **Notes &**  **Booking ID** |  |