



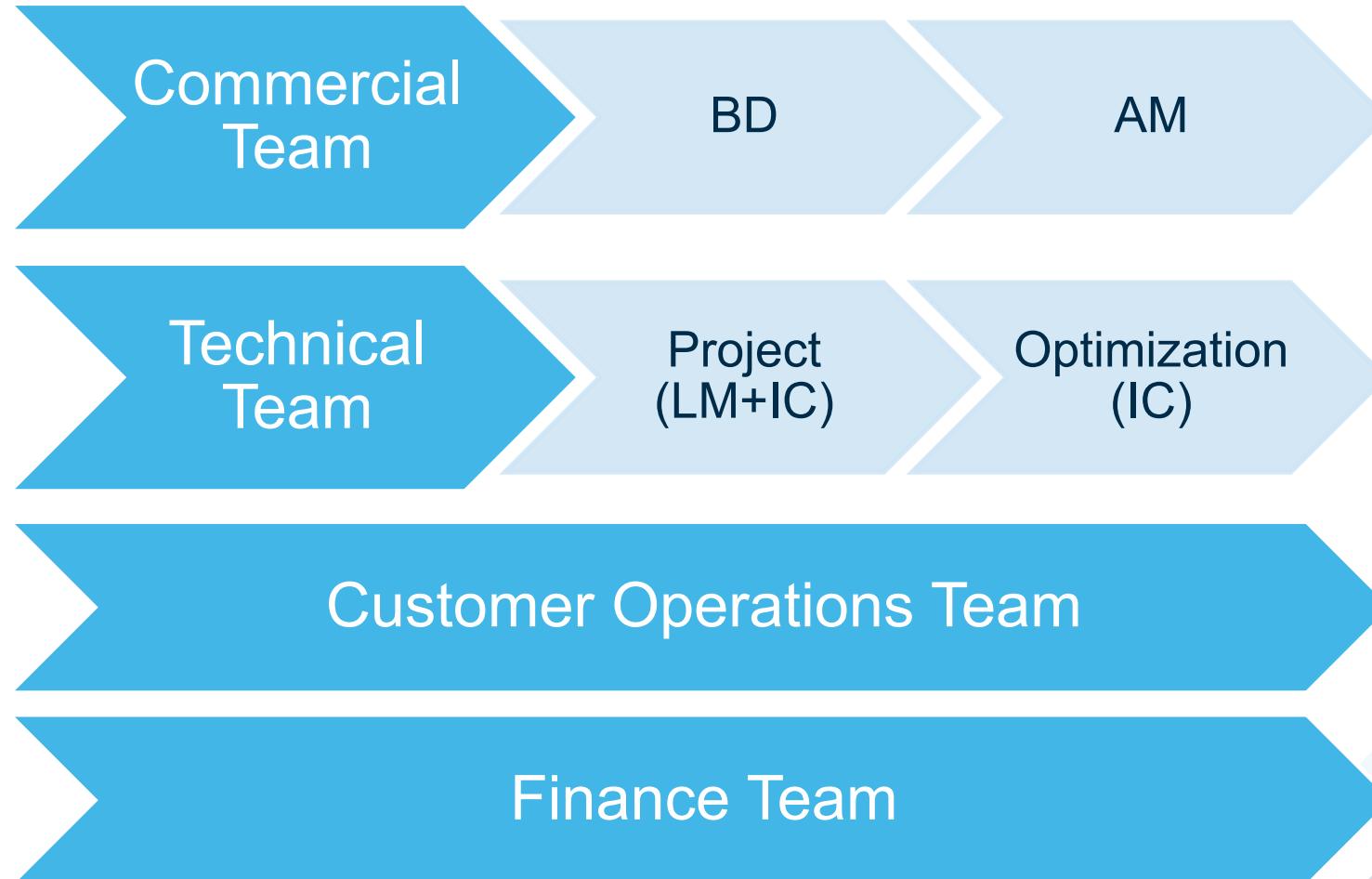
Mogu & EAN Launch Project Kick-off Meeting

Hellen Cheng
Jun 20, 2016



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Network

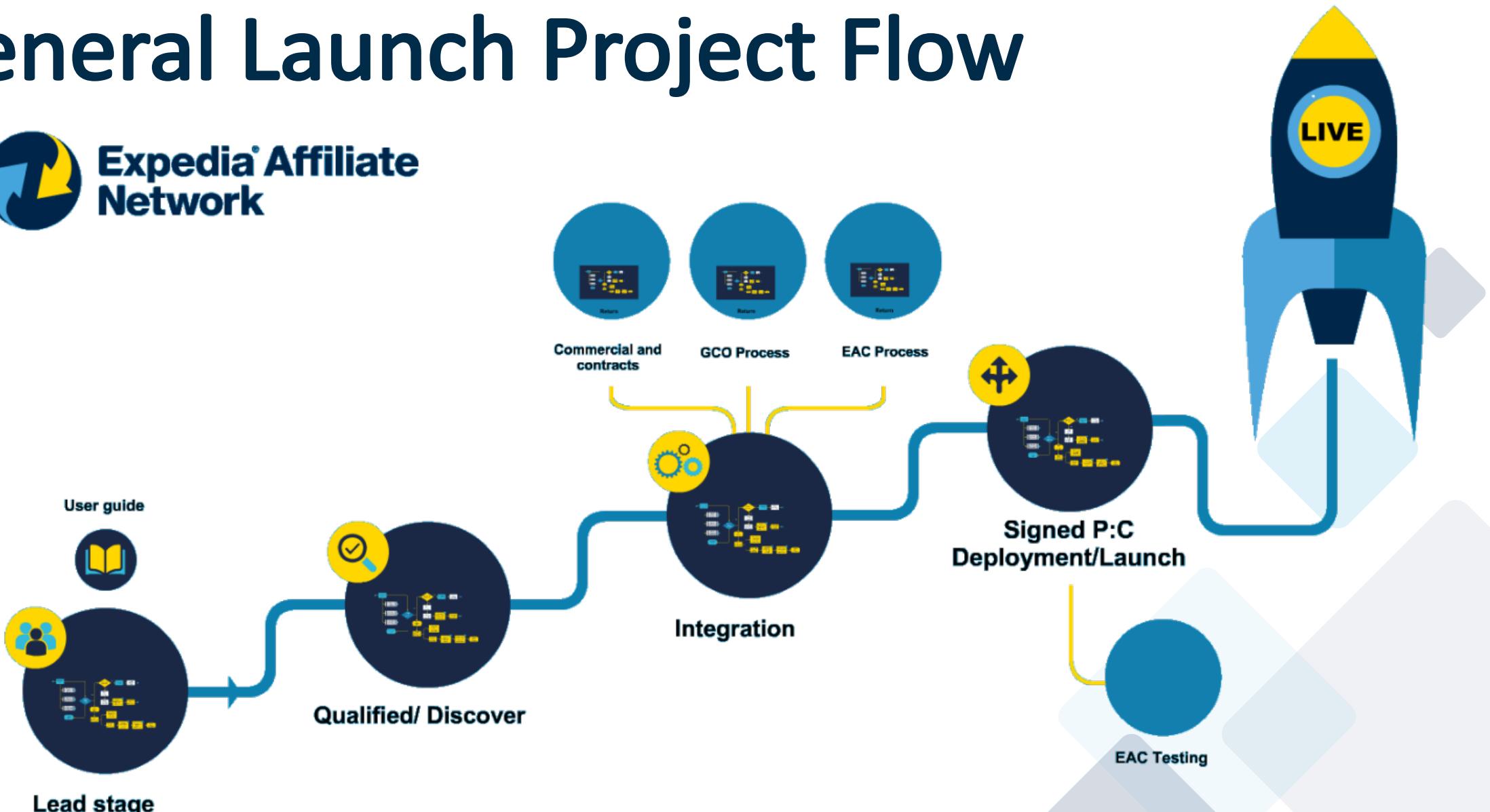
EAN Team Support your success



General Launch Project Flow



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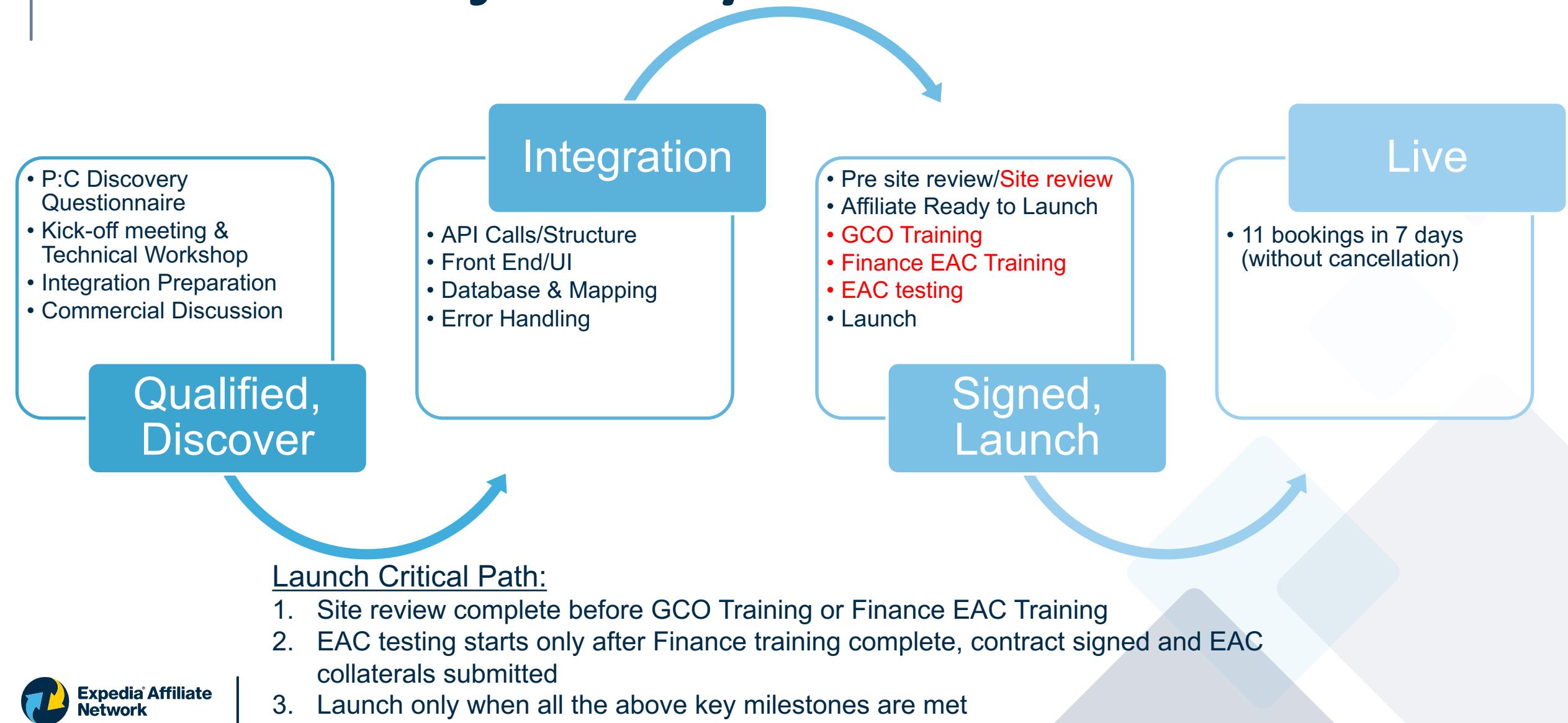


Lead stage

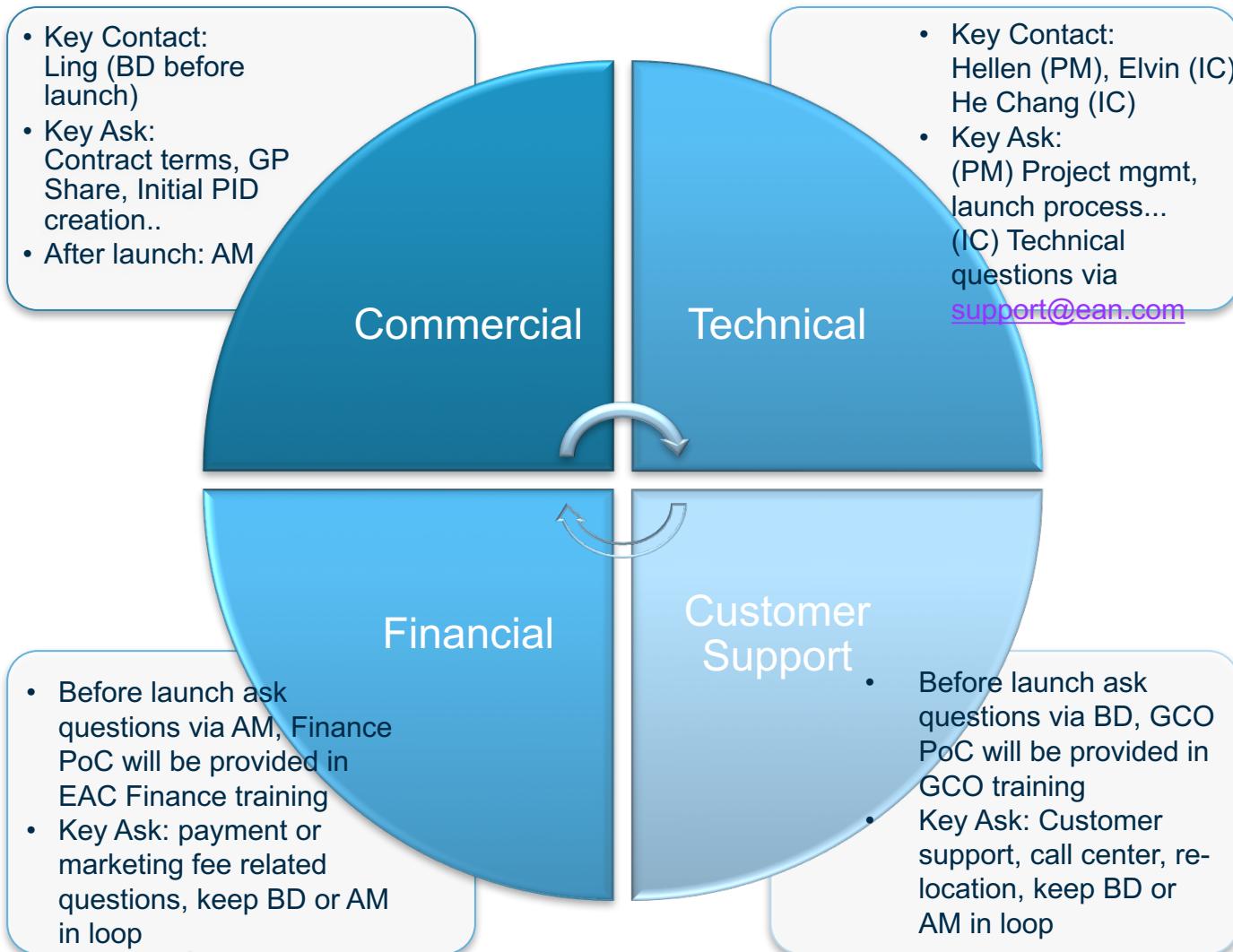


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Launch Project Key Elements



Project Communication Plan



- Project Meetings**
 - Weekly/Bi-weekly meeting, 1hr most(Notice 2 days before, MoM 2 days after)
 - Project Kick-off meeting, Technical Workshop, Mid-term Meeting, Pre-site review
 - GCO Training, Finance EAC Training if applicable
- Routine Communications**
 - Planned and finished tasks in current week
 - Planning tasks for next week
 - Issues and Risks



Project Quality Plan

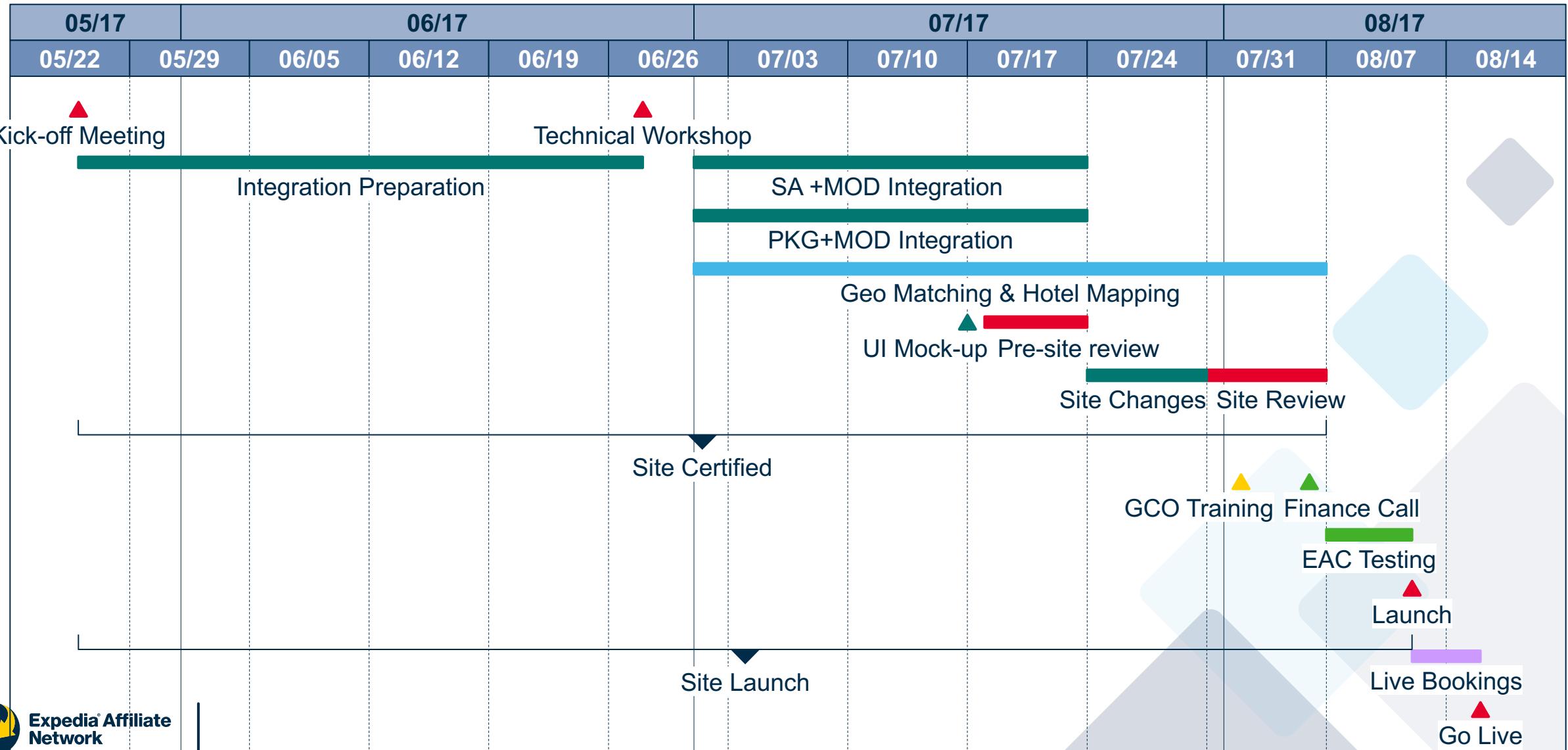
- Pre-site Review ticket:
 - Pre-site Review ticket will be created after technical workshop, partner will receive a email
 - Submit your developed pieces(UI-mock up, API calls, logs, Test link) via this email to our pre-site Review ticket, one per CID
- Site Review ticket:
 - Submit by sending email to support@ean.com, after pass all requirements in pre-site Review ticket
 - Final check and Finance testing & approvals for final launch
- API call throttle limit is 40/second 75,000/hour. Generate at least one booking per 5,000 geo search or 500 hotel search
- Fulfill all launch requirements before launch
 - Send a request to support@ean.com to request for PKG LR access with your corporate email address
 - ✓ B2B SA: <https://developer.ean.com/docs/translations/zh-cn/launch-requirements/b2b-launch/>
 - ✓ B2B PKG: <https://support.ean.com/hc/en-us/articles/115003291125> (1.9 1.10 4.5 5.1)

Project Scope

B2B Site (PID 502913)

- SA+MOD (CID 502914)
- PKG+MOD (CID 502915)

Project Schedule Sample



Project Risk Highlight

Next Step

- EAN Technical Workshop delivery
- General Project Timeline Estimation at the end of Technical Workshop
- CID creation if not done yet
- Integration kick start
- Hotel Mapping, Geo matching kick start if applicable

- Backup Slides



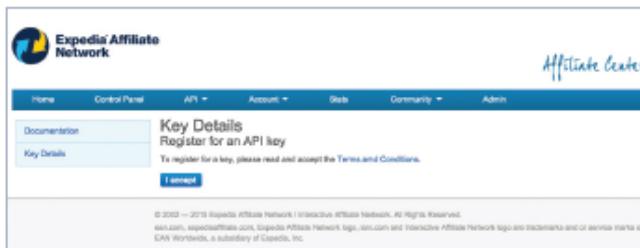
Integration Preparation

Key details



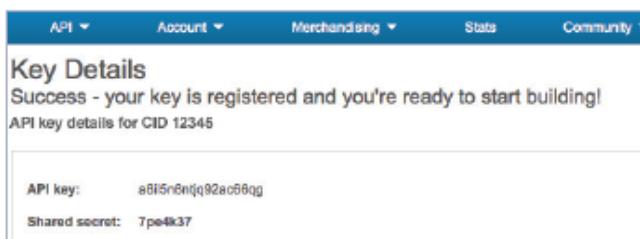
The screenshot shows the Expedia Affiliate Network Control Panel. The top navigation bar includes links for Home, Control Panel, API, Account, Stats, Community, and Affiliate Centers. The main content area is titled "Key Details" under "Documentation". It features a section titled "Help just got a lot more helpful." with a brief description of the new service desk. To the right, there's a "News & Updates" sidebar with a link to "EAN Affiliate Support".

Accept key



The screenshot shows the "Key Details" registration page. The top navigation bar includes links for Home, Control Panel, API, Account, Stats, Community, Admin, and Affiliate Centers. The main content area has a "Register for an API key" form with fields for "Key Details" and "I accept". Below the form, there's a small note about accepting terms and conditions, followed by a copyright notice.

Signup success



The screenshot shows the "Key Details" success page. The top navigation bar includes links for API, Account, Merchandising, Stats, and Community. The main content area displays a message: "Success - your key is registered and you're ready to start building!" followed by "API key details for CID 12345". Below this, two API key details are listed: "API key: 8f15n6njq92ac66qg" and "Shared secret: 7pe4k37".

- Get account and CID
- Log in to affiliate center
- Create Child CID if needed
- Get API Key and shared secret for corresponding CID
- Instructions: <http://developer.ean.com/docs/getting-started>



Standalone Launch Requirements



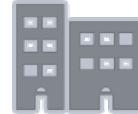
General Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



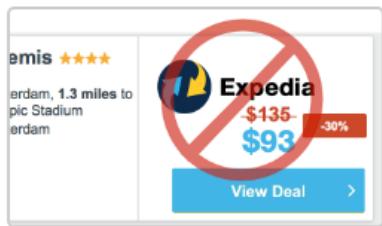
> Technical Antifraud

1.1 Affiliate must not hold themselves to be the supplier of the hotel

- In any description of your business wherever it resides - your integration, related websites, marketing material, etc. - you must not claim or suggest that you are the supplier of any EAN property.
- This includes suggestions of property exclusivity (e.g. "our unique collection of hotels") or price exclusivity (e.g. "the lowest prices on the web").
- Your brand's association with EAN properties must clearly remain as a marketer of EAN properties, not a supplier.

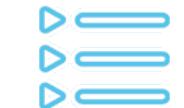
1.2 No use of Expedia or EAN names or logos

- None of the Expedia or EAN names or logos may be used on affiliate sites for any purpose. Any exceptions must be approved by legal and relevant groups within Expedia, with approval attached to the affiliate launch record.



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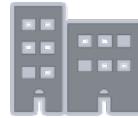
General Requirements



> General Requirements



> Search



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> Confirmation



> Technical Antifraud

1.3 Affiliate is providing name of actual traveller in the booking

- EAN bookings must always be submitted with the name of the actual traveller booking the reservation. This means that in your [booking request body](#), the values for `firstName` and `lastName` within each Room object must match the first and last name of the guest checking in for the reservation.

Room details

City Room, City View - Adults: 2, Children: 0
Non Smoking

First name
Please tell us who will be staying in this room.

Last name

REST

....
&room1=2
&room1FirstName={actual traveller's name}
&room1LastName={actual traveller's name}
&room1BedTypeId=23
&room1SmokingPreference=NS

XML

....
<RoomGroup>
 <Room>
 <numberOfAdults>2</numberOfAdults>
 <firstName>{actual traveller's name}</firstName>
 <lastName>{actual traveller's name}</lastName>
 <bedTypeId>23</bedTypeId>
 <smokingPreference>NS</smokingPreference>
 </Room>
</RoomGroup>

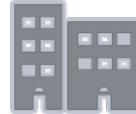
General Requirements



> General Requirements



> Search



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> Confirmation



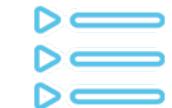
> Technical Antifraud

1.4 Links to the EAN booking Terms & Conditions URL to be displayed in the Affiliates Terms and Conditions

- You must provide a link to the EAN Terms and Conditions within your site's own Terms and Conditions text. Place the following link in an easy-to-find location, such as top of your own Terms and Conditions page: <http://developer.ean.com/terms/en/>

The screenshot shows a website layout for "EAN Example Travel". On the left, there's a sidebar with "User Terms and Privacy Policy ^" and links for "Terms & Conditions" (which is underlined) and "Privacy Policy". The main content area has a header "EAN Example Travel..." with a logo. Below it is a section titled "Terms and Conditions" with the sub-section "AGREEMENT BETWEEN CUSTOMER AND EANEXAMPLETRAVEL.COM". Underneath this, a blue link reads "EAN Affiliate Program Agreement". A large red arrow points from the left towards this blue link. At the bottom of the content area, there's a welcome message about the website's purpose.

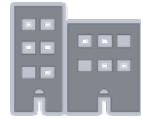
General Requirements



> General Requirements



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> Technical Antifraud

1.5 No change to pricing or booking conditions that are returned from the API

- You may not modify any price- or booking-related values that describe factual aspects of costs of stay, the property and its amenities. This also includes omitting or obscuring any part of such data.
- Changes that do not affect the meaning of the contained language are acceptable, e.g. changing "swimming pool" to "pool," "wireless internet" to "WiFi."
- Do not attempt to provide additional information than what is provided in the response. EAN cannot be held responsible for disputes resulting from inappropriate affiliate modifications or additions to API data.

```
  "averageRate": 135.46,  
  "@commissionableUsdTotal": "270.91",  
  "@currencyCode": "EUR",  
  "@maxNightlyRate": "144.55",  
  "@nightlyRateTotal": "270.91",  
  "@surchargeTotal": "27.09",  
  "@total": "318.00",  
  "NightlyRatesPerRoom": [  
    {"@size": "2",  
     "NightlyRate": [  
       {"@baseRate": "135.46",  
        "taxRecoveryCharges": "37.09",  
        "total": "172.55"}  
      ]  
    }  
  ]  
}
```

Average nightly rate 135,46€

Apartment, 1 Bedroom Free High-Speed Internet

Saturday, April 30, 2016 144,55€

Sunday, May 1, 2016 126,36€

Tax Recovery Charges & Service Fees → 37,09€

Total price **318,00€**
Including taxes and fees

Full payment will be charged when you book this hotel.

Average nightly rate 135,46€

Apartment, 1 Bedroom Free High-Speed Internet

Saturday, April 30, 2016 144,55€

Sunday, May 1, 2016 126,36€

Tax Recovery Charges & Service Fees → 27,09€

EAN Example Travel Svc Fee ✓ → 10,00€

Total price **318,00€**
Including taxes and fees

Full payment will be charged when you book this hotel.

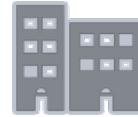
General Requirements



> General Requirements



> Search



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> Technical Antifraud

1.6 Customer support numbers to be clearly displayed, including links to online customer service tools

- Clearly display EAN's support number, or your own if you are not relying on EAN's customer support centers. You must also provide links to online customer service tools to allow customers to retrieve and review their own bookings.



1.7 Proper use and display regarding credit card regulations

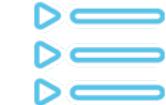
- Affiliates must follow PCI (Payment Card Industry) regulations when requesting, handling, and storing customer credit card data. A complete reference for these regulations is available at the [official PCI Security Standards web site](#).
- To assist with the PCI rules most critical to your integration, EAN provides a targeted guide for partners: developer.ean.com/docs/credit-card
- By following the above guide, you will ensure that:
 - CSV is required on all booking requests
 - Card number truncation requirements met for display and storage
 - [SSL](#) used on all booking-related pages
 - Brand parity requirements met <https://www.>



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Brand parity requirements met

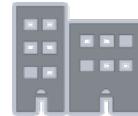
General Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



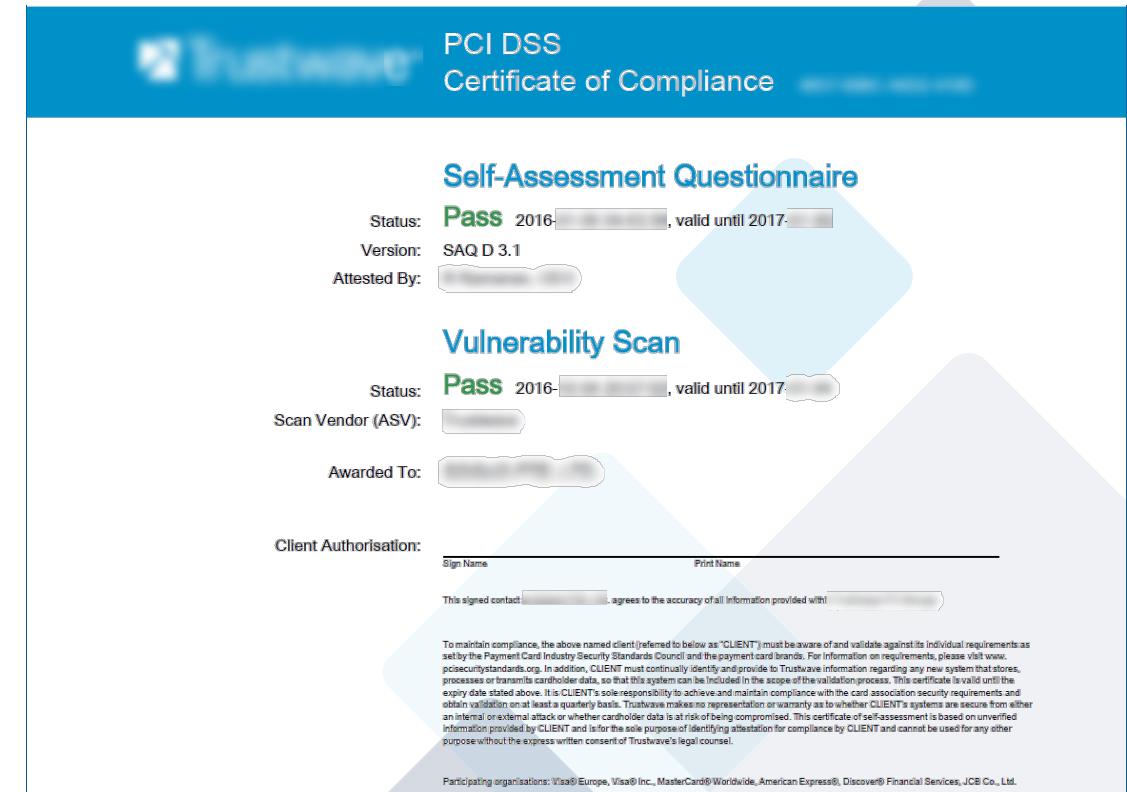
> Confirmation



> Technical Antifraud

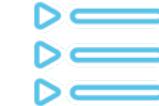
1.8 Evidence of PCI compliance supplied for applicable partners

- Where EAN is Merchant of Record, evidence of PCI compliance, such as an Attestation of Compliance (AOC), must be supplied.
- EAN Affiliates must use the PCI Security Standards Council's Self-Assessment Questionnaire file "SAQ D - Merchants" to produce the proper AOC.
- You can review the instructions and guidelines for SAQs and find the "SAQ D - Merchants" file on the [official PCI Security Standards Document Library](#), or download the SAQ D - Merchants file directly as a [PDF](#) or [Word](#) document.



Expedia® Affiliate
Network

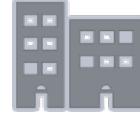
General Requirements



> General Requirements



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> Confirmation



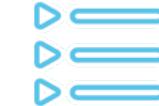
> Technical Antifraud

1.9 Downstream affiliate must agree to EAN's Terms and Conditions for accessing EAN inventory

Agents making a booking on behalf of an end user/traveller must agree to EAN's downstream affiliate agreement. This agreement is within your contract with EAN; you may host the downstream affiliate agreement within your closed platform environment for agents to accept, or link to it via the following URL:

<http://developer.ean.com/terms/agent/en/>

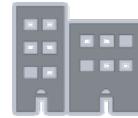
General Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

1.10 Completed TripAdvisor agreement is provided for any TripAdvisor content usage

- If you intend to consume the [TripAdvisor content](#) available in the EAN API, you must agree to comply with [TripAdvisor's guidelines](#) to be authorized access.
[\(Widget with hotel rating, number of guest reviews, but no guest review details\)](#)
- This agreement must be provided via email to support@ean.com, or in writing, at the time of requesting approval to launch, or any time after going live. TripAdvisor hold the right to withhold/remove access to the TripAdvisor content, even after authorization is approved, at any time.

[The Grand at Trafalgar Square](#)

8 Northumberland Avenue, London, England, WC2N 5BY United Kingdom, 1-800-279-8034



West End

0.1 miles to City center

14 miles to Heathrow Airport (LHR)

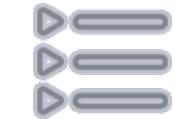
Excellent 4.1 / 5

1,099 verified guest reviews



1,341 reviews

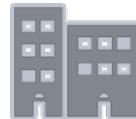
Search Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



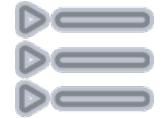
> Technical Antifraud

2.1 Where affiliate allows children to be included in bookings, proper messaging and input of child ages is implemented

- **If your integration permits child guests**, you must offer the ability to specify child guests and their ages separately from adult guests for all Expedia Collect properties. This information is provided via the `numberOfChildren` and `childAges` elements (see code samples below).
- When customers specify child guests, the API response may contain age restrictions and/or extra occupancy or crib charges that may affect the cost or eligibility of the booking. These items must be clearly messaged to customers during shopping and before checkout.
- Each hotel configures what age range they classify as a child. Typically individuals aged 17 or younger are considered children. Some properties do not allow guests under age 18.

The screenshot shows a user interface for selecting guest details. At the top, there are fields for 'Adults (18+)' (set to 2) and 'Children (0-17)' (set to 2). Below these, a 'Room 1' section has dropdown menus for 'Age'. The 'Age' dropdown is open, showing a list of options: -, <1, 1, 2 (which is highlighted with a blue selection bar), 3, 4, and 5. At the bottom left, there is an 'Add room' link and a large blue 'Search' button.

Hotel List Results Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation

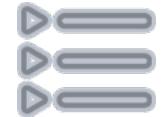


> Technical Antifraud

3.1 Clear breakdown of charges is provided IF a breakdown is displayed

- Providing a breakdown of charges is optional for the hotel list results page. If you choose to provide such a breakdown, you must clearly break out individual charges in full as they are returned by the [Surcharges](#) and [HotelFees](#) arrays.
- Remember to display fees returned by the HotelFees array separately, as they are collected by the property (not EAN or local gov'ts) at checkin or checkout.
- Include either each individual per-night rate for the dates selected, or a total of all night rates (shown in image to right) without taxes. Your final breakdown should include nightly rates (total or per-night), Surcharge and HotelFee amounts, and a chargeable total.

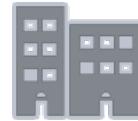
Hotel/Room Availability



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

4.1 Taxes and Fees are clearly stated as a separate line item

- The value returned for TaxAndServiceFee must be displayed separately for all tax references and/or where a price breakdown is given, such as room availability, booking form and confirmation results for Expedia Collect properties.

4.2 Sales tax values are reported separately when applicable

- When salesTax is returned by the Surcharges array, display this item separately within your charge breakdown. This item details taxes collected by local municipalities or states and must be displayed per local laws.

New York Marriott Marquis

1535 Broadway, New York, NY 10036



from Jul 27, 2016 to Jul 29, 2016

1 Room | 2 Adults

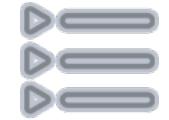
Average nightly rate \$429.22

Deluxe Room	\$479.25
Wednesday, Jul 27, 2016	\$479.25
Thursday, Jul 28, 2016	\$379.20

Sales Tax (already included in total price)	\$126.62
Tax and Service Fee	\$133.62

Total to pay now
(\$992.07)
(including taxes and fees)

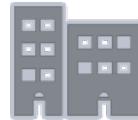
Hotel/Room Availability



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



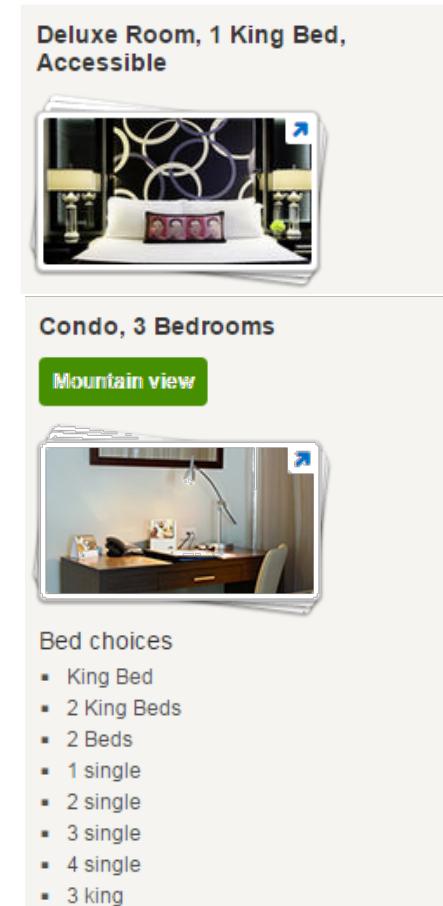
> Confirmation



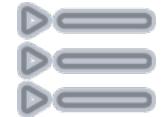
> Technical Antifraud

4.3 Bed type descriptions are present on each room

- For availability responses where the BedTypes array does not return or returns a single value, display each room's rateDescription or roomTypeDescription value – these values typically return the same.
- When the BedTypes array returns with multiple options, provide these options to the customer to allow them to select their preference. Return the customer's selected BedType ID in your reservation request using the [bedTypeld](#) parameter.



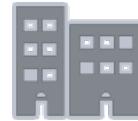
Hotel/Room Availability



> General Requirements



> Search



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> Confirmation



> Technical Antifraud

4.4 Check-in instructions displayed

- The contents of `checkInInstructions` must be displayed for each room when returned in the room availability response. These instructions may include critical information such as fees that can be incurred at check-in, or after-hours access instructions. Always use the value from the availability response - hotel info or static database check-in instruction values may not be up to date.

4.6 Affiliate is displaying the contents of `specialCheckInInstructions` when returned

- The contents of `specialCheckInInstructions` must be displayed for each room when returned in the room availability response.
- This field may include information critical for check-in that is not included in the `checkInInstructions` field, such as a requirement to notify the property of expected arrival time, check-in at a different location from the guest building, or an alert to expect special check-in instructions from the property via email.
- Display this information in the same area as the primary check-in instructions.

Policies

`specialCheckInInstructions`

The Dubai International Hotel is meant exclusively for transit passengers. Guests who book a stay in the hotel cannot go out of the airport, nor can they retrieve checked-in luggage. Guests should not proceed through passport control, as they will then not be able to access the hotel.

`checkInInstructions`

Only registered guests are allowed in the guestrooms.

Some facilities may have restricted access. Guests can contact the property for details using the contact information on the booking confirmation.

Reservations are required for massage services and spa treatments and can be made by contacting the property before arrival at the number on the booking confirmation.

Optional extras

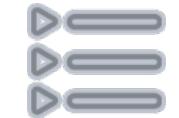
Rollaway beds are available for AED 110 per night.

Buffet breakfast is offered for an extra charge of AED 88 per person (approximately).



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Network

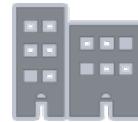
Hotel/Room Availability



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

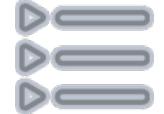
4.5 Non-refundable policies are clearly visible

- Non-refundable availabilities are indicated by nonRefundable=true. This value always takes precedence over any differing policy data. These reservations are not refunded by the property under any circumstances.
- When nonRefundable=true returns during property or room selection, clearly label the applicable rooms wherever individual availabilities are offered - full room selection pages, partial selections on list result pages, etc.
- For refundable availabilities, refer to our guide for evaluating penalties provided by the [cancelPolicyInfo array](#).

The screenshot shows a hotel room listing for a 'Deluxe Studio Suite (Hoxton Suite)'. On the left, there's a thumbnail image of the room interior. To the right, two availability options are listed:

Room Type	Availability Details
	Non-refundable FREE WI-FI
	Free cancellation Until Nov 25, 2016 FREE WI-FI

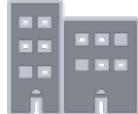
Booking Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



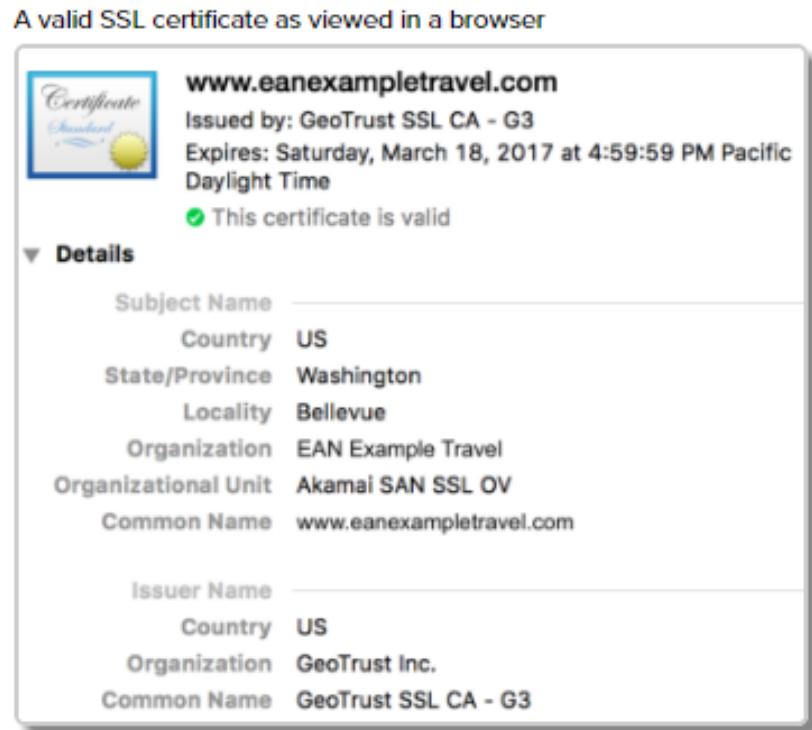
> Confirmation



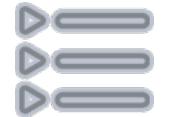
> Technical Antifraud

5.1 SSL encryption is present for sensitive data

- When sending or transmitting sensitive data, you must use SSL encryption. Sensitive data includes guest names, phone numbers or emails, payment card details, and booking/itinerary receipts and confirmation pages.
- If the customer's browser does not employ a secure connection to send or receive this information, SSL is not properly incorporated .



Booking Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

5.2 Clear breakdown of charges must be provided

5.3 Taxes and Fees are clearly stated as a separate line item

5.4 Total price charged is clearly displayed

5.5 Affiliate service or booking fees must be clearly separated

5.6 City/Mandatory tax values must be reported separately ([HotelFees](#))

5.7 Sales tax values are reported separately when applicable

5.10 Pre-Pay booking to state payment is taken in full

Apartment, 1 bedroom, Free Wi-Fi

Sat, Apr 30, 2016: \$100

Sun, May 1, 2016: \$120

Tax & Service Fees \$30

(Including Sales Tax \$10)

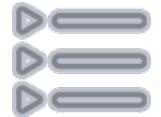
Affiliate Booking Fee \$2

Total Price \$252

+ \$12 city tax due at hotel

Full payment will be charged when you book the hotel

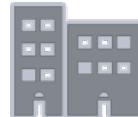
Booking Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

5.8 Check-in instructions displayed

5.15 Affiliate is displaying the contents of `specialCheckInInstructions` when returned

5.12 Non-refundable policies are clearly visible

- Non-refundable availabilities are indicated by `nonRefundable=true`. This value always takes precedence over any differing policy data. Clearly state such rooms are non-refundable on room selection pages and reiterate the non-refundable policy on your final booking page. These reservations are not refunded by the property under any circumstances.

5.13 Cancellation policy clearly displayed

- Before allowing customers to confirm their purchase on your final booking page, you must provide the cancellation policy for the selected room or rooms and require customers to accept the policy. Customers must not be allowed to book without agreeing to the room's specific cancellation policy. Cancellation policies must always be obtained from live API responses via the `cancelPolicyInfo` array.
- It is acceptable to include this agreement as part of the customer's acceptance of your own terms & conditions, e.g. "By [selecting this checkbox/continuing with the booking/etc], you agree you have read and accepted our Terms and Conditions as well as the cancellation policy for your selected room."

Reservation Terms and Cancellation Policy

Free cancellation until 04/30/10

- We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (MGM Elegant Hotel & Suites) imposes the following penalty to customers that we are required to pass on: Cancellations or changes made after 00:00 PM (JST - 08:00 Central Time (U.S. & Canada)) on April 30, 2010, or no-shows, are subject to a 1 Night Room & Tax penalty.

We will not be able to refund any payment for no-shows or early check-out.

Reservation Terms

By continuing with your booking, you agree you have read and accept the cancellation policy for this room as well as our Terms and Conditions[©] and Privacy Policy[©].

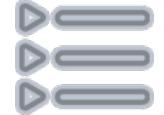


Book



Expedia® Affiliate Network

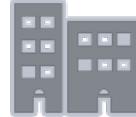
Booking Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

5.9 Affiliate is providing customer email address OR monitored email mailbox with each booking request

- The email element within **ReservationInfo** must contain the customer's email address OR the mailbox your integration monitors for confirmation email handling. This ensures the destination of all EAN-generated emails is always known, which is required for cases of booking disputes or troubleshooting.

5.11 If (2.1) applicable, child ages must be clearly stated

5.14 Telephone number to be included in each booking request

- The booking must include a viable contact number for the customer. Include this number in your booking request's **homePhone** field. Inform customers that this number will be used to contact them in the event a problem needs to be resolved with their reservation ahead of check-in time.

Room details

Apartment, 1 Bedroom - Adults: 2, Children: 1, Child Age(s): 8
Free High-Speed Internet, 1 double and 1 sofa bed, Non Smoking

First name

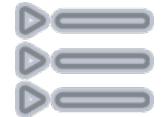
Please give us the name of one of the people staying in this room.

Your details

Telephone number
(We'll only contact you in an emergency)

206-555-5525

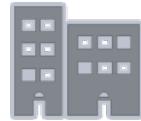
Confirmation Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

6.1 Total price charged is clearly displayed

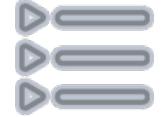
The screenshot shows a booking summary for a Double Room at the Hyatt Regency Bellevue. The room type is described as Accessible, Bathtub Free Wireless Internet. The check-in date is Saturday, April 30, 2016, and the check-out date is Monday, May 2, 2016. The total price is listed as 486,84€, including taxes and fees. A note at the bottom states: "Full payment will be charged when you book this hotel."

Saturday, April 30, 2016	212,78€
Monday, May 2, 2016	212,78€

Total price
486,84€
including taxes and fees ⓘ

Full payment will be charged when you book this hotel.

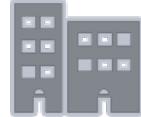
Confirmation Email/Voucher



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

7.1 Clear breakdown of charges is provided if using own emails

- If you opt out of EAN's automated customer confirmation emails/vouchers, the emails/vouchers you send to customers must provide a charge breakdown

7.2 Taxes and Fees are clearly stated as a separate line item

7.3 Affiliate service or booking fees must be clearly separated

7.4 City/Mandatory tax values must be reported separately **(HotelFees)**

- If a MandatoryTax value returned earlier for the property to be booked, return this value separately in your pre-book price breakdown. These charges are collected directly by the hotel and are not part of standard tax recovery charges.

Apartment, 1 bedroom, Free Wi-Fi

Sat, Apr 30, 2016: \$100

Sun, May 1, 2016: \$120

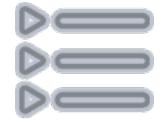
Tax & Service Fees \$30

Affiliate Booking Fee \$2

Total Price \$252

+ \$12 city tax due at hotel

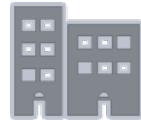
Confirmation Email/Voucher



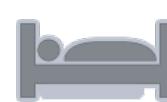
> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

7.5 Travelscape LLC or Vacationspot, SL stated as the Supplier

- If you You must clearly identify the supplier of the hotel as either **Travelscape LLC or Vacationspot, SL**, according to the hotel's point of sale as follows:
 - Vacationspot: Applicable for all French and Belgium Points of Sale (PoSa), e.g. French: Mytravel.fr or Belgium: Mytravel.be
 - Travelscape: Applicable for all other PoSa.

Payment Information

We have charged your credit card for the full payment of this reservation.

Card Holder Name: test tester

Billing Address:

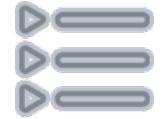
travelnow
Seattle, WA 98004 US

Telephone Number:

2145370159

The above charges to your credit card were made by **Travelscape, LLC**

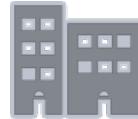
Confirmation Email/Voucher



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



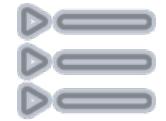
> Technical Antifraud

7.6 Bed type descriptions are present on each room

- Confirm the customer's selected bed types in your confirmation email/voucher. For availability responses where the BedTypes array did not return or returns a single value, display each room's rateDescription or roomTypeDescription value – these values typically return the same.
- If the BedTypes array returned with multiple options, confirm the customer's selection from the hotel's room selection page. Return the customer's selected BedType ID in your reservation request using the [bedTypeID](#) parameter. (If multiple bed types are returned, bed type is not guaranteed)

Room 1	
Room Type:	Deluxe Room, 1 King Bed
Smoking:	No

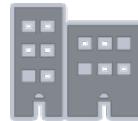
Confirmation Email/Voucher



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

7.7 Check-in instructions displayed

7.9 Affiliate is displaying the contents of **specialCheckInInstructions** when returned

7.8 Itinerary IDs and confirmation numbers displayed properly

- If your integration will provide EAN's **itineraryId** and **confirmationNumbers** directly to customers, you must clearly display both of these numbers on your confirmation email.
- If you opt out of EAN's automated customer confirmation emails/vouchers, you must provide evidence that **your agents have access to the original EAN itinerary IDs** and confirmation numbers should they require assistance from EAN customer support.

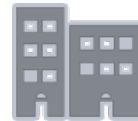
Technical & Fraud Prevention Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical
Antifraud

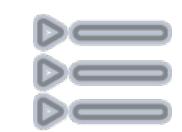
8.1 Affiliate is providing unique Affiliate Confirmation ID with each booking request

- For every booking request, you must use the [affiliateConfirmationId](#) element, with the intent of:
 - Your own tracking
 - [Preventing duplicate bookings](#)/duplicate charges from multiple form submissions
 - Checking EAN systems for an itinerary if the reservation timed out or returned an empty result due to upstream timeouts.

8.2 Logic has been implemented to handle pending and error states

- See the [Pending Supplier Process](#) page and our [error handling](#) section at large to help your implementation meet this requirement.
- Bookings that return with a PS status must be monitored until they resolve to a permanent confirmed (CF), an error (ER) status, or for up to 3 days, whichever comes first. Most bookings will resolve within a few hours to a day.

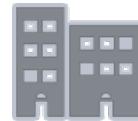
Technical & Fraud Prevention Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

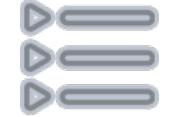
8.3 Affiliate is providing customer IP address with each request

- The customer's device IP address must be passed in all API calls to identify the point of sale.
- This requirement ensures the correct POS is set within EAN's systems to provide customers with relevant content and the most suitable rates based on their location.
- Passing static, dummy, or server IPs will cause price mismatch errors and incorrect content to return.

8.4 Affiliate is providing session ID with each request

- You must use the customerSessionId for each customer beginning with their first hotel list search, or use the value returned in the initial list response for the remainder of the booking path, to ensure the content returned is consistent throughout API calls and your customers have a consistent experience from shopping to booking.
- This value greatly eases EAN's internal debugging process for issues with partner requests, as it explicitly links together request paths for individual customers.

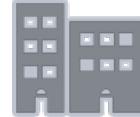
Technical & Fraud Prevention Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

8.5 Affiliate is providing customer's user agent string with each request

- If you are eligible for mobile deals, user agent data **must** be passed in all API calls to identify the customers device type and ensure customers receive rates relevant to the device they are using.
- Pass User Agent Info + Mobile rate CID = Mobile rate enabled

PKG Launch Requirements



Package Rate

- PKG rate must be sold with a transportation service (air, rail, car, cruise only) accounting for a significant proportion of the package (e.g. Eurostar).
- Must be booked as a package in one transaction.
- Hotel rate must remain opaque to the customer and hotel price must never be displayed to the customer separately from the transport price.
- Hotel and transportation service must be part of the same trip.
- Affiliate must be MOR/A2A, Restrictions on marking-up driven by tax reasons.

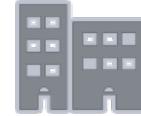
General Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



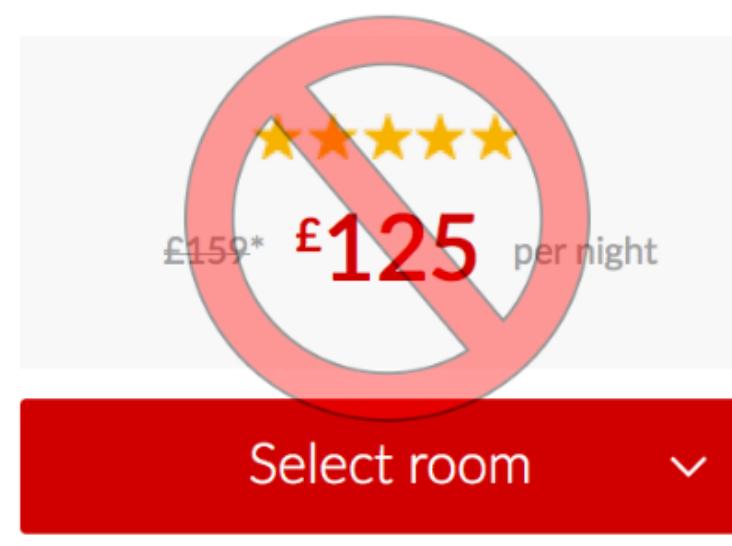
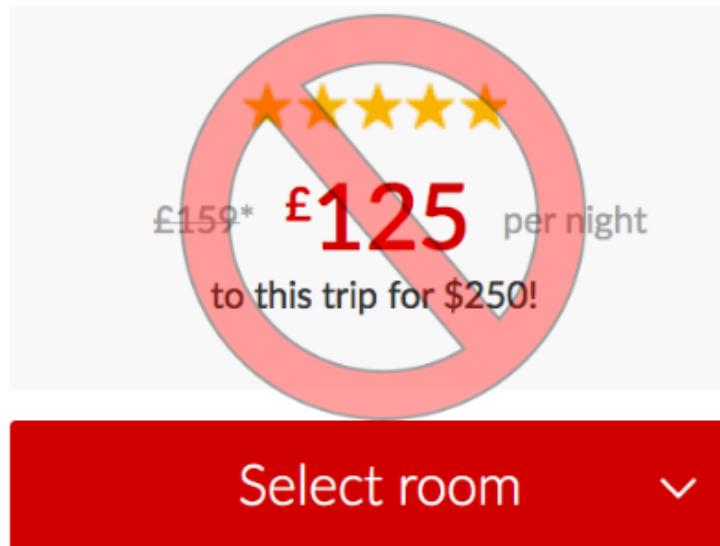
> Confirmation



> Technical Antifraud

1.9 Package rates can only be used with transportation inventory independent from EAN

- EAN package rates must be offered in conjunction with an independent transportation inventory, such as flights, cruises, train/rail trips, etc. At no point may package rates be offered or displayed independently from the package's transportation component.



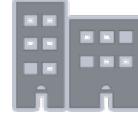
General Requirements



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



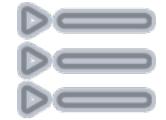
> Technical Antifraud

1.10 Package cancellation & refund policies must take individual hotel policies into account.

- Individual EAN room availabilities have differing cancellation policies – some are nonrefundable, some define cancellation polices that only offer partial refunds regardless of the time of cancellation, etc.

Your hotel+transport package policies **must** take these individual hotel policies into account to avoid unexpected charges upon cancellation. **Do not** offer a universal or static cancellation policy for your packages. **Always** define cancellation and refund policies dynamically based off of the policy data returned by the EAN API.

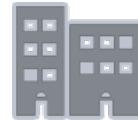
Hotel/Room Availability



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

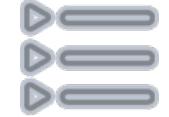
4.5 Display package rates with a unique label or identifier

Ensure that the EAN Package Rate is clearly identifiable as a package rate on the results page.

Room type	Options	Price including taxes & fees	
London Flat Sleeps 2 people (including up to 1 child) Bed choices <ul style="list-style-type: none">* King Bed* Queen Bed Hotel Info: 020 3684 4825 > Show room information	Free cancellation Until 10/02/2017 Free WiFi	\$347 \$329 price for 1 room for 1 night	Book
	Non-refundable Free WiFi	\$247 price for 1 room for 1 night	Book
			Package Rate
London Suite Access King Roll In Shower 	Free cancellation Until 10/02/2017 Free WiFi	\$349 \$331 price for 1 room for 1 night 2 left on our site	Book



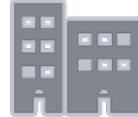
Booking Page



> General Requirements



> Search



> Hotel List



> Room Selection



> Book



> Confirmation



> Technical Antifraud

5.1 Agents Accept Package Rate Rules

- Include a checkbox on your checkout page where the agent acknowledges they are selling this rate together with an approved transport component.

Terms and Conditions

These hotel rates are only available when sold as part of a package i.e. combined with one or more transport components (flight, train or car) and sold as one price to the customer. In addition, at no time should the hotel rate be disclosed to the customer or marked up in any way.

Please tick the box below to indicate that you agree to these terms and to the terms of use of the supplier.

I have read and agree to the [Terms and Conditions](#)



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