**APPENDIX 1: Process:**

1. **Preparation before Soft Launch Call**
   1. All scenarios in (Appendix 5) should be executed with Expedia Test Hotel before soft launch call.
   2. Vendor selects a ***real property*** with Expedia Hotel ID for soft launch
   3. Important: Vendor to ensure the *property* match Vendor’s system configuration (i.e. Pricing Model, Distribution Model, etc).
   4. Vendor forward completed Appendix 2 and Appendix 3 to [eqcss@expedia.com](mailto:eqcss@expedia.com)
   5. Expedia provides live EQC & EPC credentials and mapping instruction for a *soft launch property*
2. **Before Soft Launch Call the following must be in place:**
   1. *The property* is mapped with all room types and rate plans in Vendor’s *Production Environment*
   2. *The property* is ready to send rates and restriction and receive real booking / modification / cancellation in Vendor’ *Production Environment*
   3. Availability and rates are up to date
   4. Vendor’s system is set to generate a *Hotel Confirmation reference* on: booking, modification and cancellation
      1. additional information on *Hotel Confirmation* in BC can be found [here](https://expediaconnectivity.com/apis/availability-rates-restrictions-booking-notification-retrieval-and-confirmation/expedia-quickconnect-booking-retrieval-confirmation-api/reference-bc.html) (*The Booking Confirmation (BC) API is the mechanism EQC partners are required to implement to provide Expedia with the hotel’s confirmation number for all bookings retrieved via the BR interface. Unconfirmed bookings will revert to fax or email once the booking expiration time is reached*.)
3. **Soft Launch Call** 
   1. During soft launch call the test scenarios (Appendix 5) will be executed (please review before the call)
   2. During the call Expedia is checking if changes as per test scenarios are taking place in live system
4. After each scenario Vendor is reverting all changes to the original settings
5. **After Soft Launch Call** 
   1. Partner monitors live AR / BR / BC updates for *soft launch property*  for one week
   2. If connection performs as expected with no warnings and errors, the property will be out of soft launch and considered “Connected”
   3. Additional properties can be connected by Vendor or properties via EPC after Vendor is out of soft launch mode

**APPENDIX 2: Property details for soft launch scenarios listed in Appendix 5**

1. **Real property with Expedia ID must be selected by Vendor. Hotel settings must meet Vendor system configuration.**

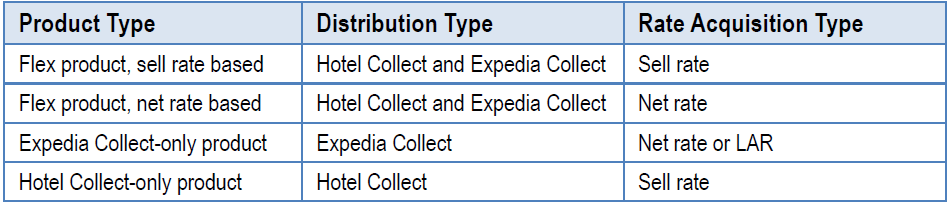
|  |  |
| --- | --- |
| **Hotel Name** |  |
| **Expedia Hotel ID** |  |
| **Hotel City** |  |
| **Hotel Country** |  |
| **Business Model (Expedia Collect, Hotel Collect or ETP (Expedia Traveller Preference) )** |  |
| **Pricing Model (Occupancy Based or Per Day Pricing model)** |  |
| **Rate Type (Sell,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

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

|  |  |  |
| --- | --- | --- |
|  | **Availability, Rates & Inventory**  **AR & PARR** | **Booking Delivery**  **BC & BR** |
| **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): |  |  |
| **System description:** |  |  |
| **Website:** |  |  |

**APPENDIX 3: EQC Questionnaire**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Connectivity Interface  Provider Information | YES / NO | Description | Notes |
| *RATE MANAGEMENT – mandatory for Vendor to support at least one pricing model* | | | | |
| 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 – CONTINUE* | | | | |
| 8 | Support **refresh of Rates and Inventory** | **Yes / No** | ***If YES please specify if on: Hotel Level / System level / Hotel and System Level*** | |
| *BOOKING RETRIEVAL* | | | | |
| 9 | Confirm **your system will return Confirmation numbers** via your API. | **Yes / No** | ***MANDATORY.*** *Please note that the BC (Booking Confirmation) API is mandatory for EQC. Non confirmed bookings will fail to fax even if retrieved via EQC. Confirmation number must be returned for booking / for modification / for cancellation.* |  |
| 10 | 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*** |  |
| 11 | 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.* |  |
| 12 | Is your company **PCI compliant**?  This is mandatory if you support Credit Card data | **Yes / No** | *For clarification on PCI please visit:* [*https://en.wikipedia.org/wiki/Payment\_Card\_Industry\_Data\_Security\_Standard*](https://en.wikipedia.org/wiki/Payment_Card_Industry_Data_Security_Standard) |  |
| *RESTRICTIONS MANAGEMENT* | | | | |
| 13 | Allow **Rate Plan level** Open/Close messages via EQC | **Yes / No** | *BEST PRACTICE.* |  |
| 14 | 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.* |  |
| 15 | Support the “**Minimum and Maximum Length of Stay**” restriction | **Yes / No** | *BEST PRACTICE. Restriction applies to arrival date or stay through* |  |
| 16 | Support the **“Closed to Arrival (CTA)”** restriction | **Yes / No** |  |  |
| 17 | Support the **“Closed to Departure (CTD)”** restriction | **Yes / No** |  |  |
| 18 | Support Value Add Promo | **Yes / No** | *This promotion allows properties to create travel deals that provide additional value without lowering room rates. For example, free spa credits or a free breakfast with a booking.*  *Specifics on Value Adds and the new Special Request 6 field can be found in the Expedia QuickConnect Booking Retrieval API Definition section. A specific examples of Special Request 6 in the XML can be found in the Sample Messages sections.* |  |

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| --- | --- | --- | --- | --- |
| ADMINISTRATION | | | | |
| 19 | 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. **System Provider & Hotel** |  |  |
| 20 | 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. **System Provider & Hotel** |  |  |
| 21 | How do you deliver AR/BR/BC errors to property | Please specify :   1. **By email** 2. **By displaying error message on hotel interface** | *Email*  *Error message on hotel interface* |  |
| 22 | Support contact information:  *(If the hotel has a problem with the interface, who do they contact?)* |  | *Name:*  *Email:*  *Telephone including country code:* |  |
| 23 | New Property Support contact |  | *Name:*  *Email:*  *Telephone including country code:* |  |
| 24 | Escalation Contact Email |  | *Name:*  *Email:*  *Telephone including country code:* |  |
| INVENTORY MANAGEMENT | | | | |
| 25 | 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.* |  |
| 26 | Maximum number of **days** inventory supported |  |  |  |
| 27 | Maximum number of **Room types** supported |  |  |  |
| 28 | Maximum number of **Rate Plans** per Room type supported |  |  |  |
| 29 | Refresh inventory frequency time (minutes) |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Status for additional API <https://expediaconnectivity.com/developer> | | | |
| 30 | 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.* |
| 31 | 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.* |
| 32 | 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.* |
| 33 | Promo API | Please delete what is not applicable:  **Considering to develop**  **Developing stage**  **Production stage** | *Additional functionality that allows partner to read and modify promotions via the Promo API. More details on* |
| PARR API -- PRODUCT, AVAILABILITY and RATES RETRIEVAL | | | |
| 34 | 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:**

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 – Test Scenarios**

* We will connect the ***soft launch property***  shortly before the call.
* The hotel should be mapped on your side and ready to send rates, availability and restriction.
* Please confirm if you have extracted the mapping details from Expedia Partner Central or used PARR (Product, Availability and Rates Retrieval) via XML.

|  |  |
| --- | --- |
| **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**  **Booking Retrieval & Confirmation/ Modification / Cancellation** | We will create, modify and cancel a test booking 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** |  |