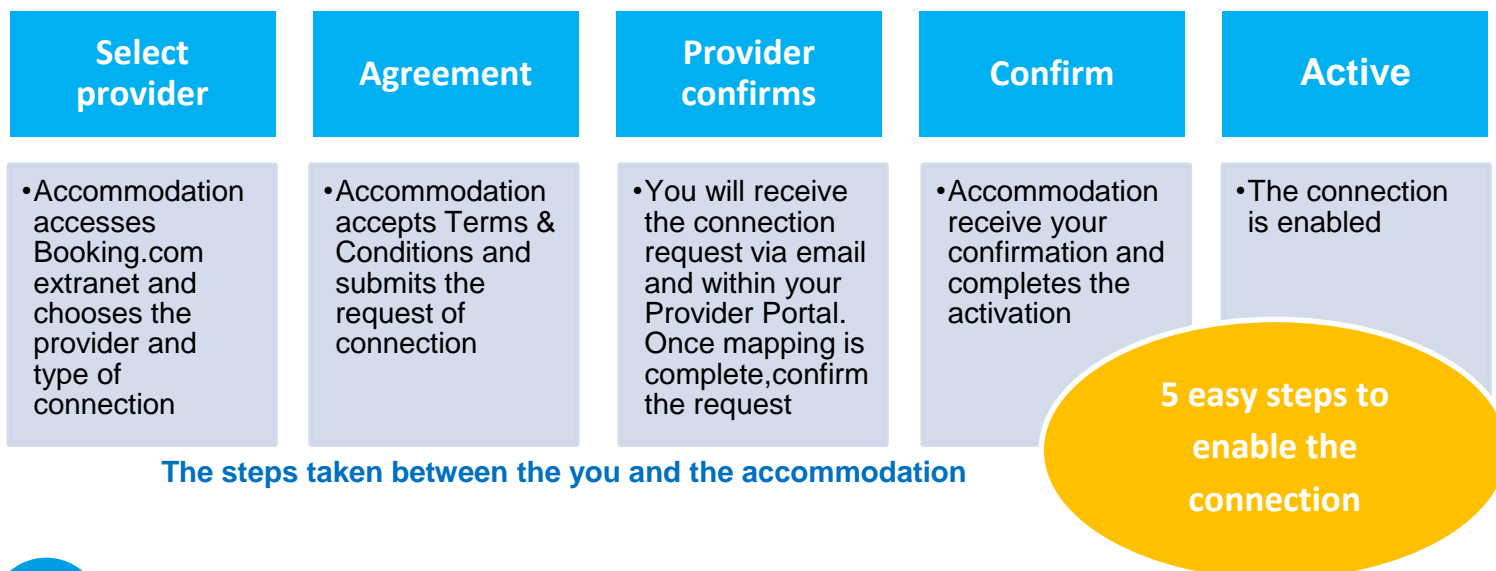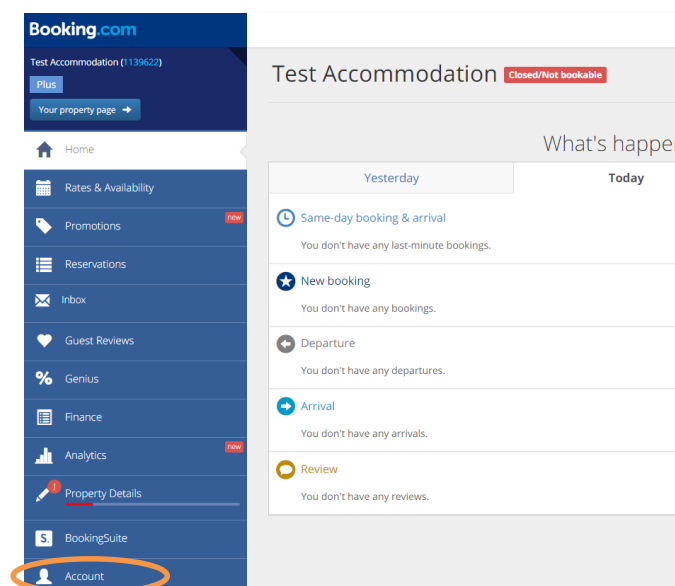# Booking.com

Channel Manager - Automatic sign up process guideline

The automated sign up tool allows an accommodation to request a connection directly to your Channel by accessing the extranet of Booking.com. Once the request has been submitted, you will need to follow the below steps to ensure the connection is correctly enabled.

Select provider	Agreement	Provider confirms	Confirm	Active
•Accommodation accesses Booking.com extranet and chooses the provider and type of connection	•Accommodation accepts Terms & Conditions and submits the request of connection	•You will receive the connection request via email and within your Provider Portal. Once mapping is complete,confirm the request	•Accommodation receive your confirmation and completes the activation	•The connection is enabled

The steps taken between the you and the accommodation

5 easy steps to enable the connection

1 **Select provider**: The accommodation can start the activation process via the Booking.com extranet by clicking on the Channel Manager link, under the Account tab.

Booking.com

The accommodation can start the connection by clicking on the start button and searching for your connections name.
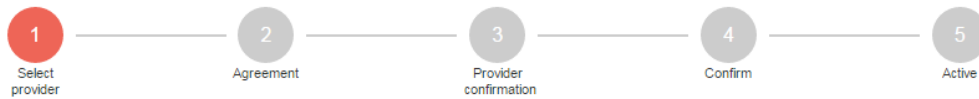
Select your provider

Enter the name of your IT provider below. Booking.com might not always be able to connect to your preferred provider. If your provider isn't listed, contact your Booking.com support team (Extranet Inbox).

[Search for providers]

Select connection type

○ **Full connection (two-way)**
Both reservations and availability are processed via your channel manager.

○ **Only reservations (one-way)**
You manage your inventory on the Booking.com extranet, but reservations are processed via your channel manager.

○ **Only rates and availability**
You manage your rates and availability via your channel manager, but reservations will be sent by fax or email.

[Next]

2 **Agreement**: The accommodation fills in all fields needed and agrees to the Terms & Conditions and clicks on Accept. At this time, the accommodation receives a notification from us with their XML Service Agreement.

Accept XML Service Agreement

Your XML Service Agreement with Booking.com

Between:

BOOKING.COM LTDA. , Herengracht 597, 1017CE Amsterdam, the Netherlands ("**Booking.com**"),

And You, The Accommodation

Property name: [Test Accommodation]

Property ID: [1139622]

Contact person: [John Smith]

Contact person email: [accommodation@test.com]

Contact person phone: [+441234567890]

Id, provided by provider (if any): [   ]

Have agreed as follows:

XML Service Schedule

This Agreement is subject to and governed by the XML Service Schedule (the "Terms and conditions"). The Accommodation declares that it has read and hereby accepts the Terms and conditions.

The XML Service Agreement and XML Service Schedule forms an integral part of the accepted Accommodation Agreement and General Delivery Terms (GDT's) and should be read in conjunction therewith.

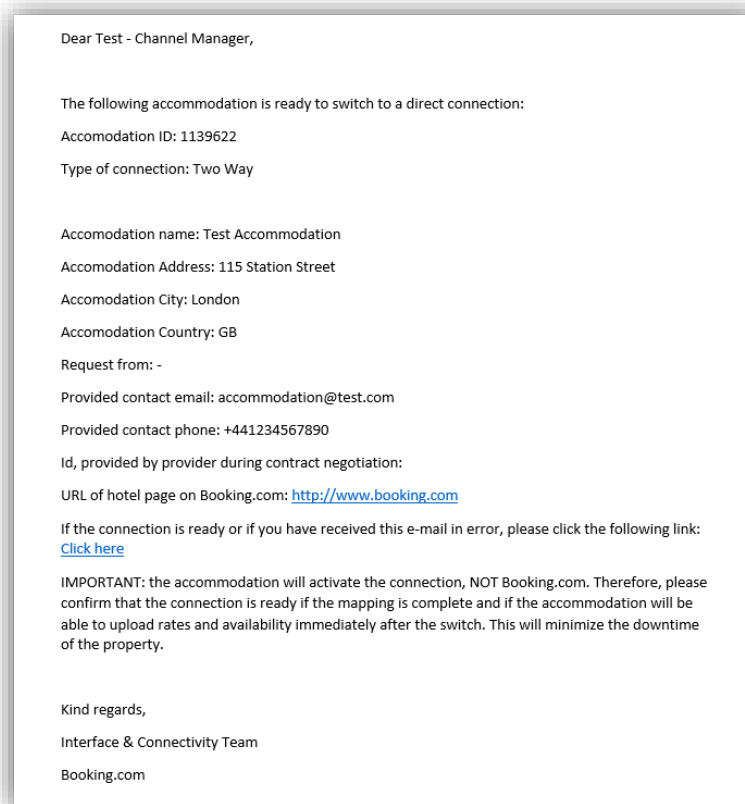☐ I have read, accepted and agree to the Terms and conditions

A copy of this agreement will be sent to you via e-mail (karl.townley@booking.com).

[Accept]

3 ## Channel Manager confirmation:

You will receive the accommodations connection request via email and via your Provider Portal along with the accommodations details. At this stage the accommodation will be on Stage 3 in their extranet and will be waiting for you to confirm their request.

Dear Test - Channel Manager,

The following accommodation is ready to switch to a direct connection:

Accomodation ID: 1139622

Type of connection: Two Way

Accomodation name: Test Accommodation

Accomodation Address: 115 Station Street

Accomodation City: London

Accomodation Country: GB

Request from: -

Provided contact email: accommodation@test.com

Provided contact phone: +441234567890

Id, provided by provider during contract negotiation:

URL of hotel page on Booking.com: http://www.booking.com

If the connection is ready or if you have received this e-mail in error, please click the following link:
Click here

IMPORTANT: the accommodation will activate the connection, NOT Booking.com. Therefore, please confirm that the connection is ready if the mapping is complete and if the accommodation will be able to upload rates and availability immediately after the switch. This will minimize the downtime of the property.

Kind regards,

Interface & Connectivity Team

Booking.com

By clicking on '**Click here**' you will be redirected to the confirmation web page. Only after the mapping has been completed, click on '**I confirm the connection with ID XXXX'.** If the link expires you can still confirm the connection via the Provide Portal. Reach out to your Account Manager if unsure how.

Confirm or cancel connection request

By clicking the "I confirm" button, you are permitting the accommodation to activate the connection. The accommodation will subsequently receive an email with instructions on how to activate the connection.

IMPORTANT: The accommodation will activate the connection, NOT Booking.com. Therefore, please ONLY confirm that the connection is ready if the mapping is complete and if the accommodation will be able to upload rates and availability after the switch. This will minimise the downtime of the accommodation.

Please be aware that after activation it is possible that all rates and availability will be reset and the Booking.com extranet may become read-only. This action depends on your connection settings.

Should you receive the connection request by mistake, please click the 'Cancel request' button. This will stop the connection process and the accommodation will be notified of the cancellation.
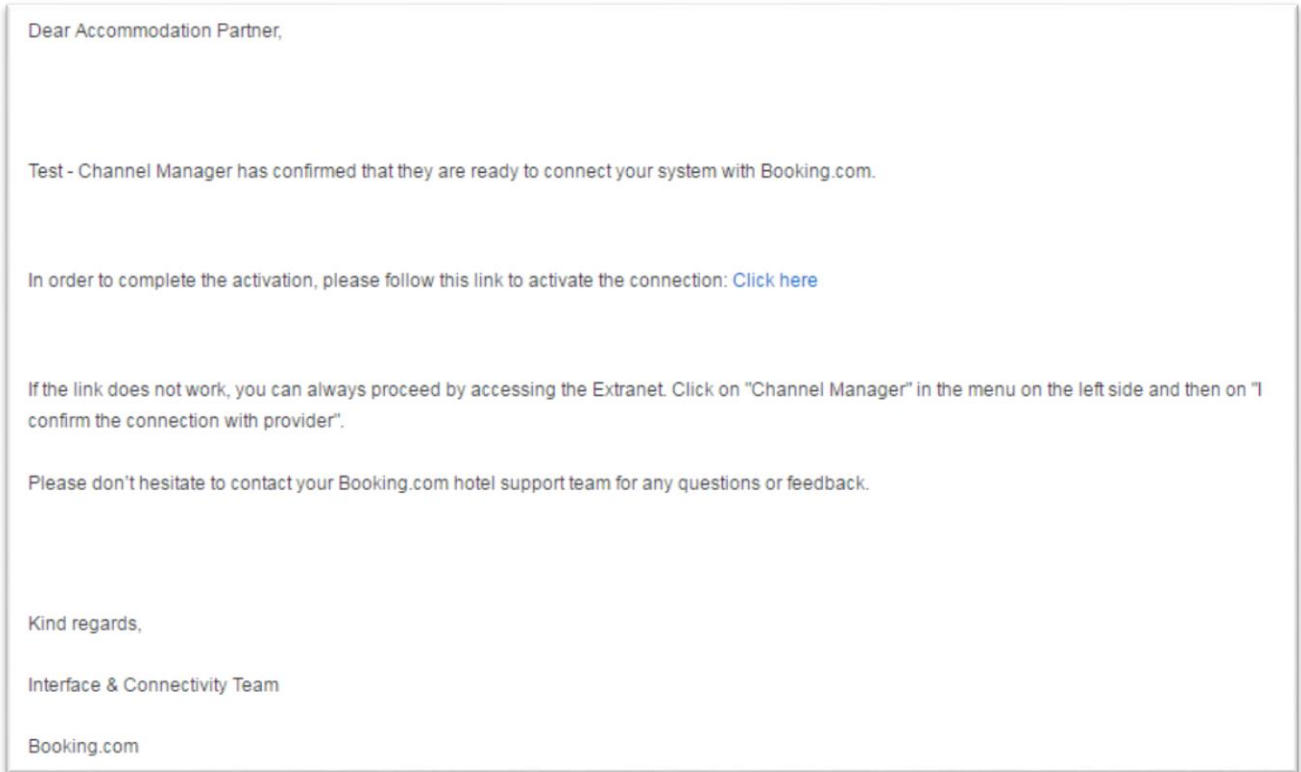
| I confirm the connection with ID | | Cancel request |

4 **Confirm**: Once the connection request has been confirmed from your side, the accommodation will receive a notification in their extranet Inbox asking to complete the activation as below:

Dear Accommodation Partner,

Test - Channel Manager has confirmed that they are ready to connect your system with Booking.com.

In order to complete the activation, please follow this link to activate the connection: Click here

If the link does not work, you can always proceed by accessing the Extranet. Click on "Channel Manager" in the menu on the left side and then on "I confirm the connection with provider".

Please don't hesitate to contact your Booking.com hotel support team for any questions or feedback.

Kind regards,

Interface & Connectivity Team

Booking.com

In order for them to complete the activation, the accommodation needs to click on **'I confirm the connection with *provider XXX'*.** The connection will be enabled accordingly.

1 — Select provider   2 — Agreement   3 — Provider confirmation   4 — Confirm   5 — Active

Please note that creating a new connection with Test - Channel Manager requires you to reset all availability and rates after the connection is set to active. This will be done automatically once you click the confirmation button below. When you remove all of the inventory (rates and availability) from the Booking.com system, please make sure to refresh your inventory through your channel manager as soon as possible, so your property is bookable again on the Booking.com website. If you need assistance with this inventory refresh, please contact your channel manager Test - Channel Manager.

Please note that by creating a connection with Test - Channel Manager, you will no longer be able to manage your rates and availability through the Booking.com extranet. The Rates & Availability tab will be read-only. Other functions in the Booking.com extranet, however, will still be available when working with a channel manager. We recommend logging on to the Booking.com extranet regularly, in order to stay aware of sales opportunities and enhance your position on Booking.com.

Clicking the confirmation button below will activate the connection with Test - Channel Manager. Don't hesitate to contact the Booking.com support team or your IT provider with any questions or feedback.

I confirm the connection with provider Test - Channel Manager   Reset connection request

Booking.com

5

Active: The connection is now live. You are required at this stage to send a full refresh of rates & availability (applicable to connection type) to make the property available for selling.

Dear Test - Channel Manager,

The following accommodation has successfully enabled the connection in the Booking.com extranet:

Accomodation ID: 1139622

Type of connection: Two Way

Accomodation name: Test Accommodation

Accomodation Address: 115 Station Street

Accomodation City: London

Accomodation Country: GB

URL of hotel page on Booking.com: http://www.booking.com

The accommodation removed all the rates and availability:

IMPORTANT: if the accommodation has removed rate and availability, it will be bookable only after your initial refresh or rates and availability.

Kind regards,

Interface & Connectivity Team

Booking.com