



Certification Process

To become a certified provider for Booking.com, several preliminary tests must be conducted to check the functionality and reliance of the interface. The programming will be tested to determine if it meets the requirements set by Booking.com. The process will be facilitated and evaluated by a Connectivity Coordinator remotely. Once the process has been successfully completed, your Account Manager will facilitate the roll out of the connection.

The Booking.com connection is a two-way interface consisting of:

- Uploading rates and availability into the Booking.com database
- Downloading reservations, modifications and cancellations from the Booking.com database

Certification Testing

Step One: Upload Rates and Availability for One Full Year

Using the test hotel that was provided to you, upload at least one full year of rates and availability using the guidelines provided to you by the Connectivity Coordinator. After you have completed this, please inform the Connectivity Coordinator you are working with and they will verify the uploaded information. Please note that you will be asked for screenshots for the verification.

Tests will include the following features:

- Single use rate
- Multiple rates
- Allocation of rooms to sell by room type
- Restrictions

The Connectivity Coordinator will check for accuracy and the time needed to complete the upload. Screenshots may be asked by the Connectivity Coordinator.

	May 2015															June 2015														
	18	19	20	21	22	23	24	25	26	27	28	29	30	31	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16
Commission Override																														
Three-Bedroom Apartment																														
Rooms To Sell (Room Level)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Standard Rate P																														
Non Refundable C																														
Breakfast Included C																														
Studio																														
Rooms To Sell (Room Level)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Standard Rate P																														
Non Refundable C																														
Breakfast Included C																														
One-Bedroom Apartment																														
Rooms To Sell (Room Level)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Standard Rate P																														
Non Refundable C																														
Breakfast Included C																														

Three-Bedroom Apartment (90560901)					
	May 2015				
	28	29	30	31	01
Rooms to Sell	1	1	1	1	1
Standard Rate (2724234)					
	May 2015				
	28	29	30	31	01
Status					
Single Use					
Rate Per Night					
Room Rate Per Night	701	701	701	701	701

Step Two: Update Changes Within One Month

At this point during the certification, the testing will consist of several changes made for the period of one month.

To be tested:

- One full month of availability
- One full month of rates
- Restrictions (according to those supported)

The changes will be specified by the Connectivity Coordinator. You may be asked for screenshots for the verification.

Step Three: Retrieval of Reservations

We will create four reservations for your test hotel

- One night, one room
- One night, multiple rooms
- Multiple nights, one room
- Multiple nights, multiple rooms

- 1) Please retrieve each booking and provide screenshot to the connectivity coordinator of how they will be displayed on your system.

We will confirm if all the required information are successfully reflected on your system.

Required information includes:

- Reservation details
- Booker's details
- Room details

- 2) Please send us at least one RUID

- 3) Please specify the method to encrypt and transmit the credit card information.

Key Aspects:

- Credit card information shall be encrypted, and retransmitted to the accommodation partner in a secure way. Please specify the script you use for the encryption.
- Credit card information shall be deleted after a certain period from your database. Booking.com recommends you to delete the information ten days after the booking was made.
- The email address you will receive is an alias (anonymous e-mail address). Your accommodation partner can use this alias to communicate with the guest directly.
- Booking.com can accept multiple rooms in one reservation.
- Booking.com will request you to provide RUID at the time of troubleshooting

Please see next page for the required information that should be captured by your system

Required Information

Reservation Details

Booker Details

Credit Card Details (Encrypted)

Room 1

Room 2

Log

Step Four: Handling of Modification and Cancellation

All reservations will be modified as specified below:

<u>Reservation</u>	<u>Action</u>
One night, one room	<p>Extend Length of Stay</p> <ul style="list-style-type: none">- Length of stay will be extended by one or more nights <p>Add Rooms</p> <ul style="list-style-type: none">- One more room will be added- Room may be of other room type <p>Amendment of Details</p> <ul style="list-style-type: none">- Customer will amend booking or room details*
Multiple nights, one room	<p>Shorten Length of Stay</p> <ul style="list-style-type: none">- Length of stay will be reduced by one night or more nights <p>Cancel Booking</p> <ul style="list-style-type: none">- Guest will cancel the whole booking <p>Reinstate booking</p> <ul style="list-style-type: none">- Booking.com staff will reinstate the booking- Booking or room details* are subject to change- Reinstatement should be handled as modification
One night, multiple rooms	<p>Extend Length of Stay</p> <ul style="list-style-type: none">- Length of stay will be extended by one night or more nights <p>Amendment of Details</p> <ul style="list-style-type: none">- For each of the rooms, customer will amend booking or room details*
Multiple nights, multiple rooms	<p>Extend or Shorten Length of Stay</p> <ul style="list-style-type: none">- For one room, length of stay will be reduced or extended <p>Amendment of Details</p> <ul style="list-style-type: none">- Customer may amend booking or room details* <p>Add Rooms</p> <ul style="list-style-type: none">- One more room will be added- Room may be of other room type <p>Cancel Rooms</p> <ul style="list-style-type: none">- One room will be cancelled

Notes

All modifications will be done separately

Modifications should be reflected, while displaying all booking or room details

* Booking or room details refer to all required fields highlighted in Step Three

**Additional Considerations:**

- Your software will need to run on a central server for all connected accommodations.
- The order of elements you received may be altered should new developments be introduced. Your software needs to flexibly incorporate these adjustments.
- Once certified, you will be responsible for all XML-related communications. For accommodations already open and bookable prior to being connected, you should handle all modifications and cancellations for reservations made before a connection is established. You can define the most convenient procedure for these cases and inform Booking.com how they will be adopted.
- You will need to inform Booking.com how error messages are handled, e.g. Should a guest cancel their booking before the original confirmation is retrieved, the provider should make sure no messages are ignored
- After being connected, your clients will not be able to update rates and availability through Booking.com Extranet. Please ensure your clients are duly informed.
- You will clarify any discrepancies between the updates done by your clients and uploads sent to us.
- Before any accommodation currently live on Booking.com can be connected, your client will need to request for a connection through the Booking.com Extranet.