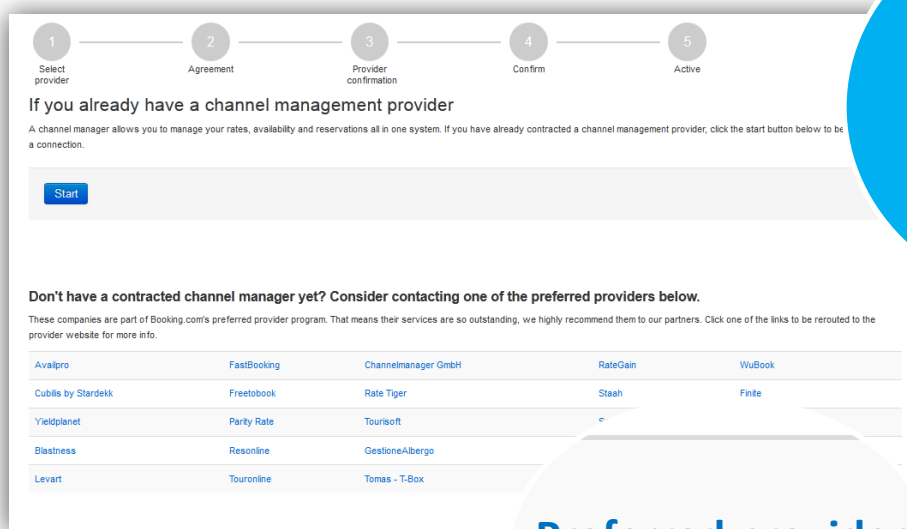


## Channel manager - Automatic sign up process guideline

The automated sign up tool allows your property to request a connection directly to channel managers 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.

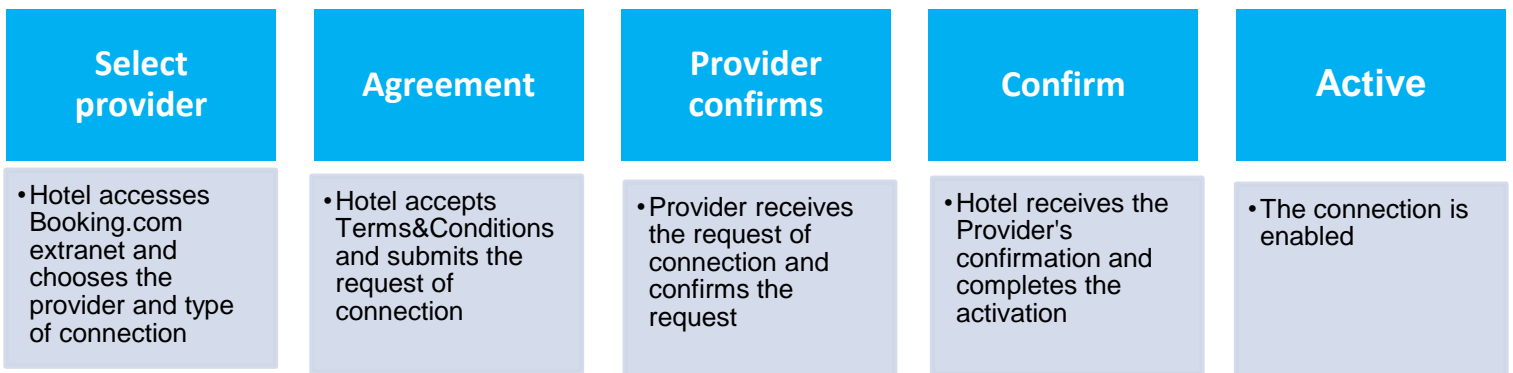


Don't have a Provider yet?  
Check out our suggestions

Preferred provider

Direct link to the company website

The guideline shows step by step how the procedure works from yours and the hotel side



# 1

**Select provider:** you can start the activation process via Booking.com extranet by clicking on the *Channel Manager* link, under the *Property Info* tab.

Booking.com 468693 · Matteo test hotel

Property Info Rates & Availability Website Content Customer Experience Promotions Bookings Finance Statistics Contact Us

Booking.com Home

Hotel Settings Position on Map

Property Level Contact People My Settings Request Text Change Policies Payment Preferences VAT Number VAT/Tax/Charges Ranking on Site Supplement Setup **Channel Manager** Payment agreements

### General info about Matteo test hotel

Last login time	2013-11-25 11:44:14 Amsterdam time (GMT+0100), account: 468693
Property name	Matteo test hotel
Address	
City	Amsterdam
City on website	Amsterdam
Latitude / Longitude	, (on Google Maps and OpenStreetMap )
Official district	
	Amsterdam (GMT+0100), no time difference

In case you have a channel manager to connect with, start the procedure by clicking directly on the *Start* button. Otherwise, you might have a look at the recommended provider list as displayed here below:

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

### If you already have a channel management provider

A channel manager allows you to manage your rates, availability and reservations all in one system. If you have already contracted a channel management provider, click the start button below to begin setting up a connection.

[Start](#)

### Don't have a contracted channel manager yet? Consider contacting one of the preferred providers below.

These companies are part of Booking.com's preferred provider program. That means their services are so outstanding, we highly recommend them to our partners. Click one of the links to be rerouted to the provider website for more info.

<a href="#">Finite</a>	<a href="#">Blastness</a>	<a href="#">Genares</a>	<a href="#">Tomas - T-Box</a>	<a href="#">Resonline</a>
<a href="#">Seekda</a>	<a href="#">Freetobook</a>	<a href="#">Yieldplanet</a>	<a href="#">Rate Tiger</a>	<a href="#">Cubilis by Stardekk</a>
<a href="#">Hotel Partner</a>	<a href="#">Levart</a>	<a href="#">Prestige</a>	<a href="#">Staah</a>	<a href="#">Channelmanager GmbH</a>
<a href="#">FastBooking</a>	<a href="#">GestioneAlbergo</a>	<a href="#">RateGain</a>	<a href="#">WuBook</a>	<a href="#">Vertical Booking</a>
<a href="#">Parity Rate</a>	<a href="#">Tourisoft</a>	<a href="#">Touronline</a>	<a href="#">Avalpro</a>	

Once you have selected the channel manager, choose between the types of connection needed:

**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 (matteo.binda@booking.com).

**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.

Please define first with your channel manager the connection type

2

**Agreement:** to complete the request of connection, accept and agree to the [Terms and Conditions](#) by clicking on *Accept*. At this time, you will be receiving the Contract by email.

**Accept XML Service Agreement**

Your XML Service Agreement with Booking.com

Between:

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

And You, The Accommodation

Property name:

Property ID:

Contact person:

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 (matteo.binda@booking.com).

3

**Provider confirmation:** upon your request of connection, you receive a notification email along with the contract – XML Signup Agreement with Booking.pdf. The channel manager receives as well an email notification with your data and will confirm you back once all the settings have been completed. After that, you will receive an email as below:

Dear Hotelier

Your accommodation is now in the process of getting a connection with super-dev provider as requested. Please find attached a copy of your Connectivity Service Agreement.

The connection request has been forwarded to the Channel Manager who is responsible for processing the request further. It is now up to super-dev provider to finish your room and rate set-up and to complete the mapping.

Once this step has been completed you will receive an email from Booking.com at the email address provided. This e-mail will contain more information on how to have the connection enabled.

For any information on the current status of the connection, please go to the Booking.com extranet and click on "Channel Manager" in the menu on the left side.

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

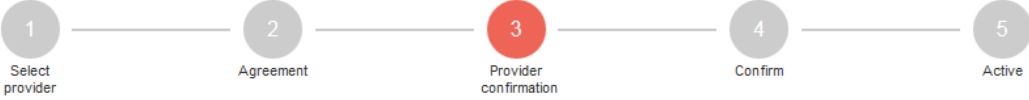
Kind regards,  
Interface & Connectivity Team  
Booking.com

**IMPORTANT:** no extra steps are needed to be taken from Booking.com. In case you do not receive an email within 4 days, please get in touch with the channel manager to ask to complete the set up.



**Booking.com**  
Connectivity

You can check the status of the request from extranet under the Channel manager link:



**Status of the connection request: Waiting for provider confirmation**

**Status**

super-dev provider needs to confirm to Booking.com that they're ready to activate the connection. Most likely, super-dev provider will need to map all rooms and rates before the connection can be activated.

**Summary of the pending request:**

- IT Provider that handles the connection: super-dev provider
- Type of connection: Two-way
- Date when the connection request was submitted: 2013-07-30 14:27:00

**Further steps**

Please contact super-dev provider to finalize the setup. Usually the mapping process will take one to two days, depending on your room/rate setup and IT provider. After super-dev provider has confirmed that the connection is ready, you'll receive an email at [matteo.binda@booking.com](mailto:matteo.binda@booking.com) with instructions for activating the connection.

If you need any support, or in case you have any other questions regarding the connection process, please contact your Booking.com hotel support team at [netherlands@booking.com](mailto:netherlands@booking.com). Come back to this page at any time to view the connection status.

**4 Confirm:** once the request of connection has been confirmed from the Channel manager side, you will be receiving an email asking to complete the activation as below:

Dear Hotelier

Test provider 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 you to complete the activation, click on **'I confirm the connection with Test provider'**. The connection will be accordingly enabled.

Please note that creating a new connection with super-dev provider 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 super-dev provider.

Please note that by creating a connection with super-dev provider, 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 super-dev provider. Don't hesitate to contact the Booking.com support team or your IT provider with any questions or feedback.

**I confirm the connection with Test provider**      **Reset connection request**

5

**Active:** the connection is now live. You are required, based on the settings agreed with your channel manager, to send a full refresh of rates & availability to make the property available for selling.

Dear Hotelier,

The direct connection with your Test provider now active.

Type of connection: Two-way  
Provider: Test provider

If you have removed all the inventory (rates and availability) from the Booking.com system, please make sure to refresh all inventory as soon as possible so that your accommodation is bookable again on the Booking.com website. If you need assistance with this inventory refresh, please contact your provider super-dev provider.

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

If you would like to disconnect from channel manager, please contact your Booking.com Account manager.

Kind regards,  
Interface & Connectivity Team  
Booking.com

The connection is  
now live on  
Booking.com



Booking.com  
Connectivity