MASTERS OF DISTRIBUTION

HOW TO ADVERTISE ON Expedia®

RENTALS UNITED

MORE BOOKINGS. LESS WORK.

WHO ARE THEY?

Expedia is the world's largest travel company. They handle flights, hotels & now with the purchase of Homeaway, they are pushing heavily into the vacation rental market.

WHERE ARE THEY STRONG?

Their site is translated in multiple languages and they are strong in all markets with extra weight in the USA.

WHAT INFORMATION DO WE SEND TO THEM?

Rentals United sends Expedia:

Rates
Availability
Minimum stay

WHAT RATES DO THEY WANT?

Rack rates

Expedia will take the agreed commission amount from the rates they receive from Rentals United.

HOW IS THE CONNECTION PROCESS?

Start by signing an agreement with expedia. You can sign up on this link https://join.expediapartnercentral.com/

Average time to sign an agreement is 4-6 weeks depending on how long Expedia's queue is. **Rentals United can not influence Expedia's handling time.**

Once you have a signed agreement **you need to upload your properties on Expedia.** If you have many properties Expedia can help you with uploading in a batch. Talk to your Expedia Account Manager about this process.

Expedia does not accept all locations or property types. Rentals United can not influence this.

HOW IS THEIR BOOKING PROCESS?

You will receive a booking confirmation from Rentals United. You need to contact the guest to arrange check in details.

WHAT EXTRA FEES CAN BE SENT TO THEM?

None, all extra fees like tax, cleaning fee, security deposit etc needs to be added directly in Expedia when uploading the properties.

HOW ARE THEIR BOOKING MODELS?

Instant confirmation

Expedia work on Instant booking. If you need to cancel a booking you need to offer the guest an alternative of at least equal or greater standard. If the alternative is a higher price, the cost needs to be paid by you. Expedia will also apply a cancellation fee. **Rentals United is not allowed to cancel a booking or communicate on your behalf.**

HOW IS THEIR PAYMENT PROCESS?

Payment taken by you or the channel

With the ExpediaCollect model, payments are taken by Expedia and they pay out when the client is in the property.

With the HotelCollect model, payments are taken by you and they will invoice you for their commission when the client is in the property.

CAN YOU UPLOAD YOUR OWN CANCELLATION POLICY?

No

No you can't. You need to use one of the cancellation policies they provide. They range from easy to very strict.

TIP:

For the best exposure, you should chose the ExpediaCollect and the commission model for highest number of channels.

STEP BY STEP

HOW TO ADVERTISE ON

Expedia®

Important information

CURRENCY

The local currency that you have in Expedia is what you also have to push from RU. We use a special currency converter for this without exchange rate. See how to use it on page 9.

CHANGEOVER

Expedia do not support changeover days in the connection so you can't send that

RESPONSIBILITY

Make sure your prices, calendars and minimum stay are 100% updated in RU. The information in RU will overwrite what you previously had in Expedia. It can not be undone.

SYNCHRONIZATION

You will only send your daily rates, calendar and minimum stay to Expedia. You need to add taxes and extra fees directly in Expedia, as well as content, amenities and photos

PAYMENT

Expedia has 2 payment models. If you choose Hotel Collect, you need to charge the guest yourself. You can find the credit card details in the Booking details

BOOKINGS

You have to accept all bookings, RU can not cancel a reservation on your behalf. Only the guest can cancel.

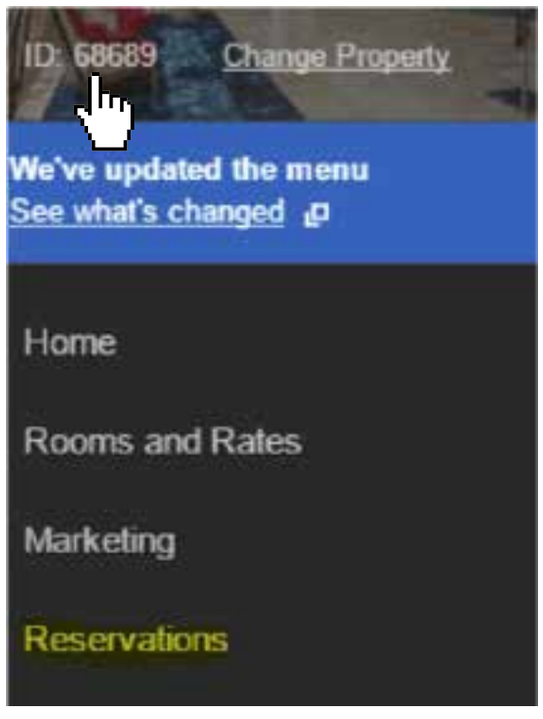
HOW TO ACTIVATE THE CONNECTION

After you have registered your property in Expedia, make a note of your Hotel ID (not Room ID) and the currency you have in Expedia.

Send your Hotel ID to rollout@expedia.com and ask them to enable the connection to RU for this ID. They will email you a confirmation once done.

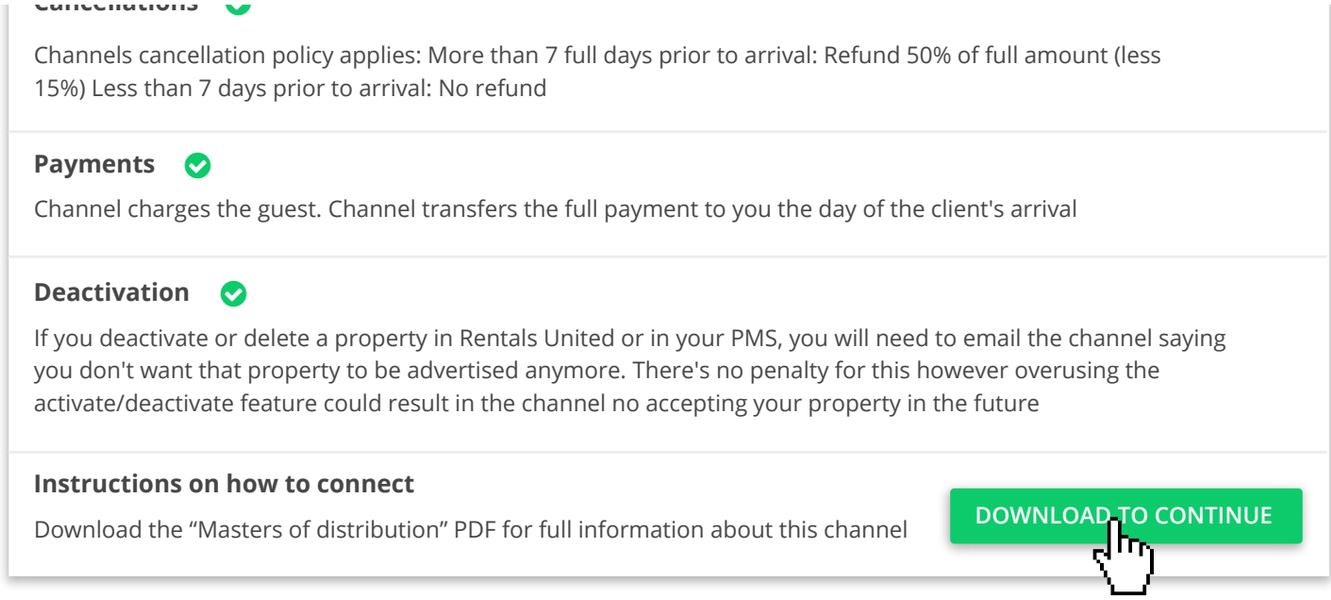
HOTEL ID

How to find your Hotel ID in Expedia (not Room ID), log in to your Expedia extranet - on the upper left hand side of menu you can see your ID. If not, please email or contact the assistance team at Expedia and they can help you.



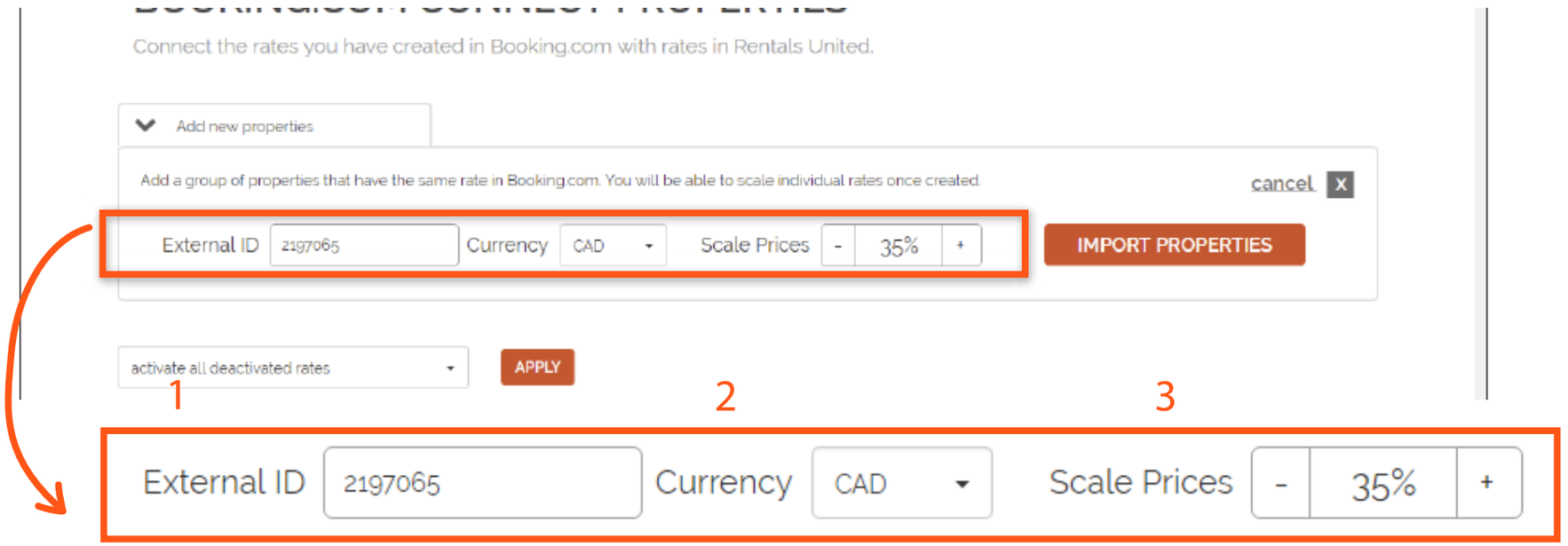
STEP 1 | Upload your properties on Expedia, then go to “My channels” in RU´s main menu, find Expedia and click on “Get connected”.

STEP 2 | Go through the checklist and accept the Terms & Conditions.



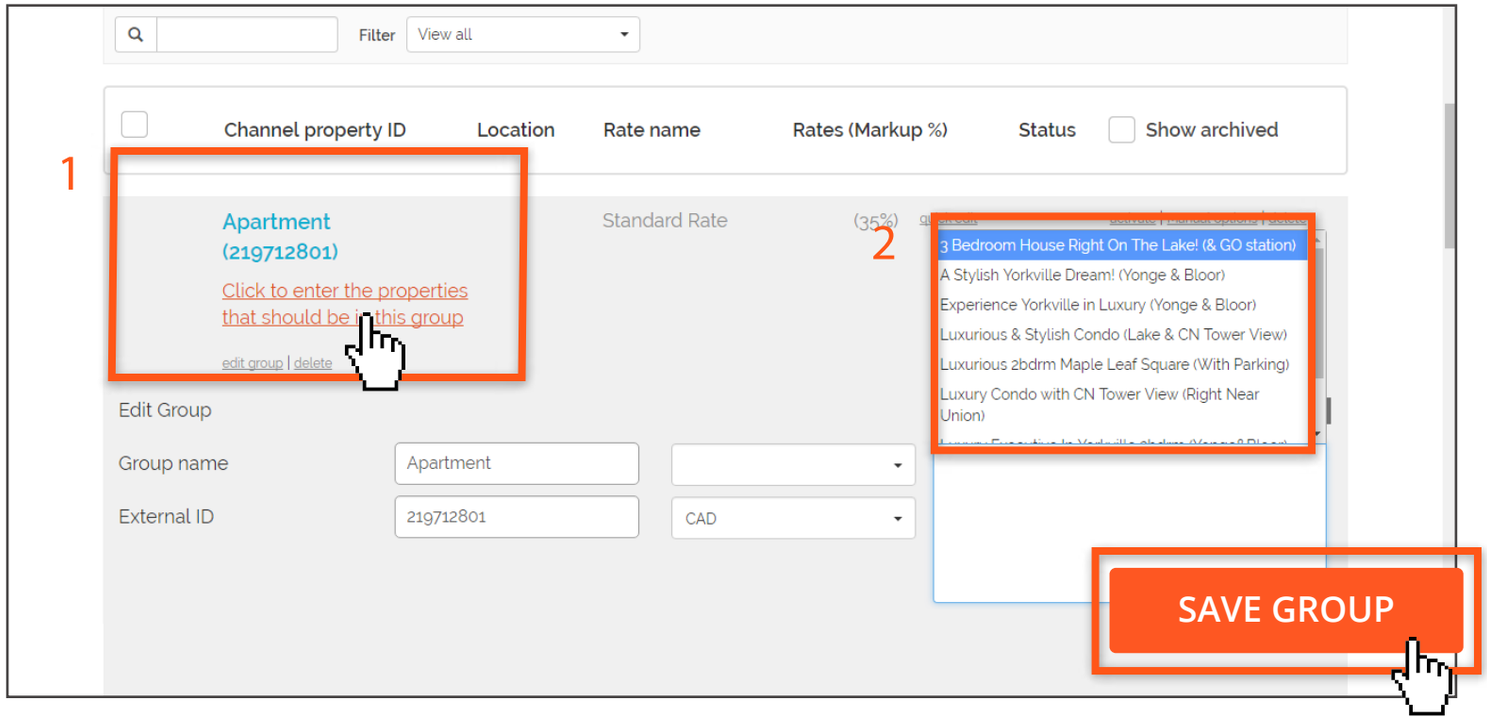
HOW TO CONNECT

1. Enter your Hotel ID
2. Select the currency you have in Expedia, if not you will send wrong prices.
3. Select a mark up if you wish to cover for the commission Expedia charges you.



MAPPING PROCESS

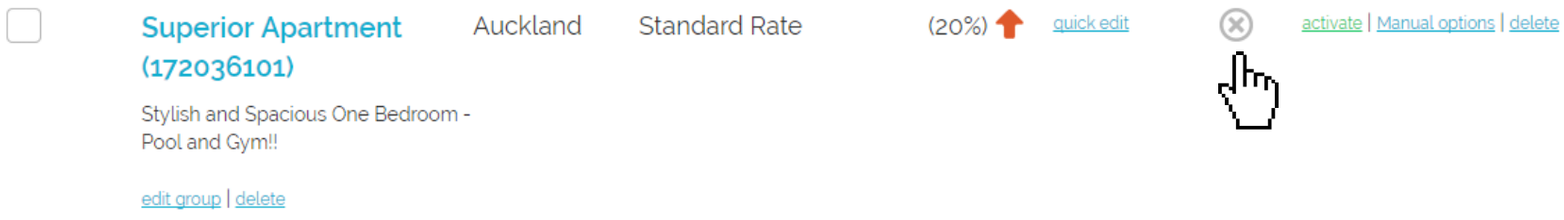
When you have imported your Hotel ID click on the red text to add the corresponding property in Rentals United. Select the correct property in the dropdown menu and save group.



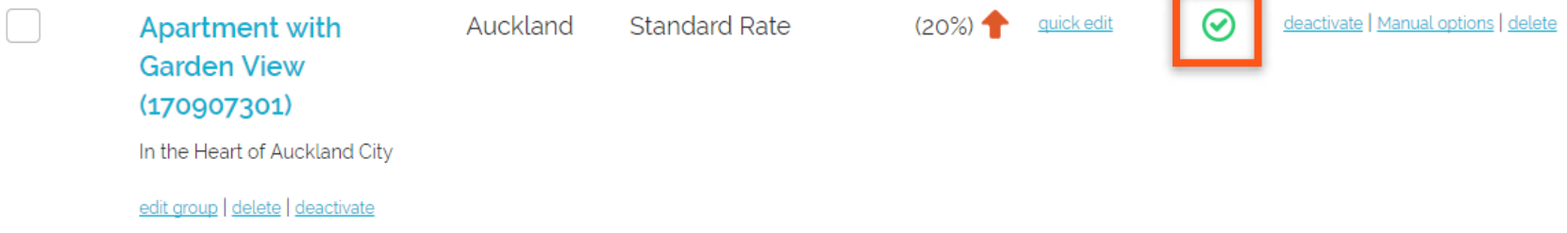
HOW TO ACTIVATE

After your mapping has been created you need to click ”Activate” to push over your rates, calendar and minimum stay. What you push will overwrite what you have in Expedia.

Prices and calendar not activated:

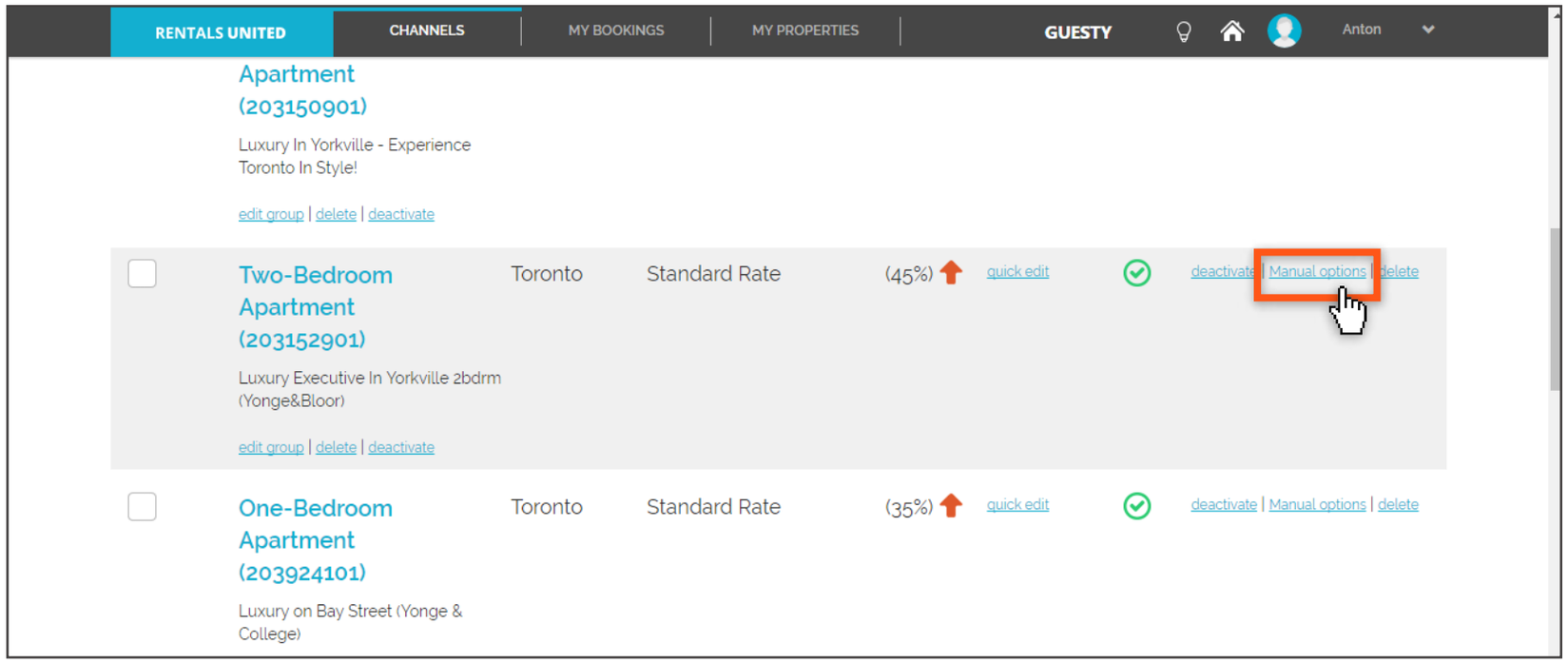


Prices and calendar activated:



WHAT RATES AND CALENDAR AM I SENDING?

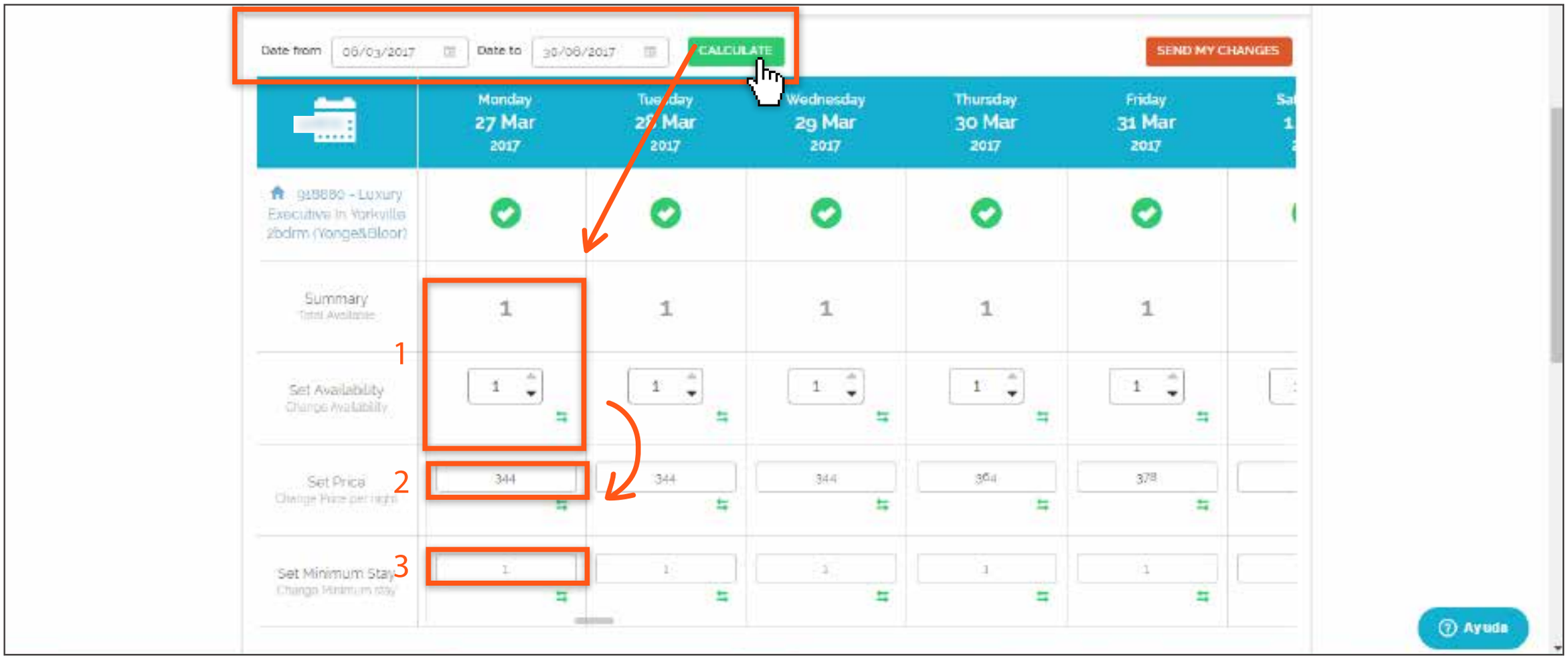
Go to your group and click on manual options



WHAT RATES AND CALENDAR AM I SENDING?

Current week is shown per default. Select other dates in the calendar and click "calculate" to see more dates

1. You will see what calendar is sent, 0 or 1 property to sell
2. The price per day is in the currency you have selected in the mapping step. The price includes the mark up if you have added one
3. Minimum stay



IMPORTANT

Final check

Go into Expedia extranet and check that the rates, calendar and minimum stay that you pushed from RU are showing correctly in Expedia.

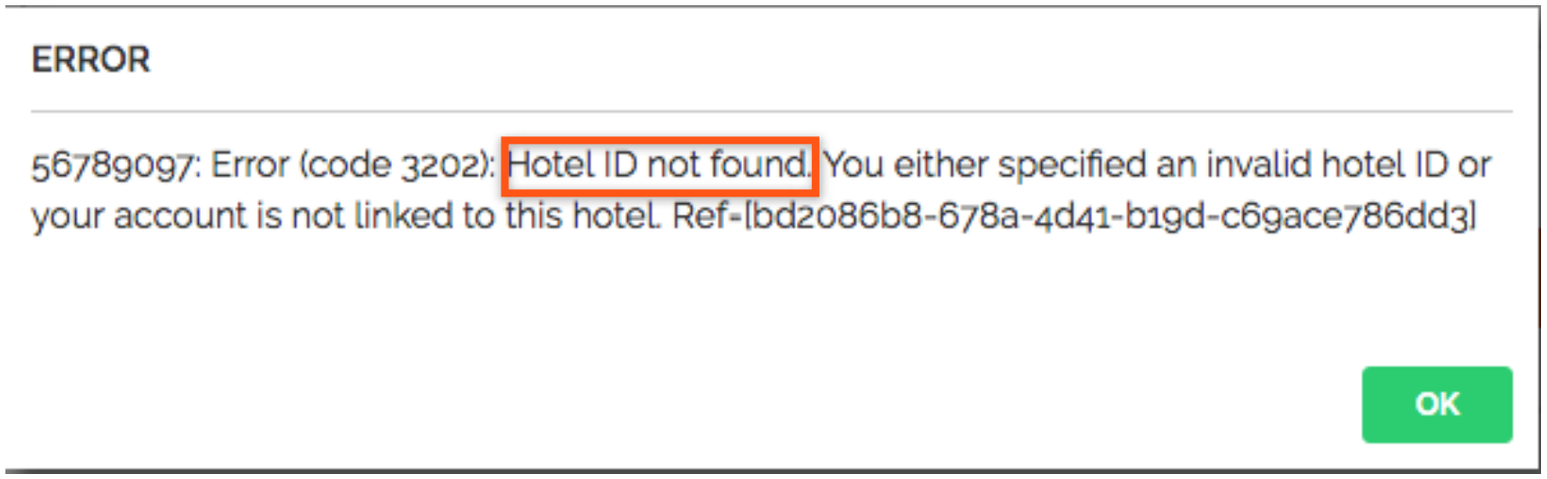
It may take up to 10 minutes for a whole year to be displayed

COMMON ERRORS

If you have errors, you will see them in ”My Channels” Click on “Check errors” to see the details.

HOTEL ID ERROR

“Hotel ID not found” It means you have entered the wrong Hotel ID, double check the ID. It can not be the Room ID. Also make sure you have emailed rollout@expedia.com and asked them to enable the connection to RU for this ID.



INACTIVE RATE PLAN

"Inactive Rate Plan" means that your rate plan has not been activated in Expedia so you can't send your RU rates to it. You need to contact your Account Manager and ask them to enable it.

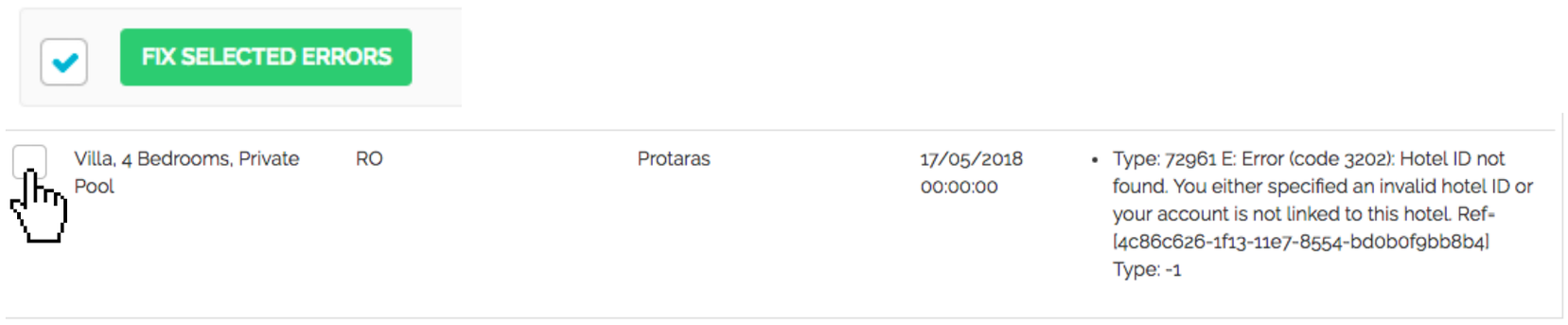
Once fixed, come back to ther error page, tick the box of the property and click "Fix selected error" as shown in the point above.

RATE PLAN LINKAGE RULE

Rate plan linkage rule means that you have changed your rate plan in Expedia after the connection was made. You need to import your new Rate plan to RU. To do this go to your mapping page in RU, enter your Hotel ID, currency and mark up again and import the property from the beginning. This will pull your new rate plan to RU. See page 9 how to do.

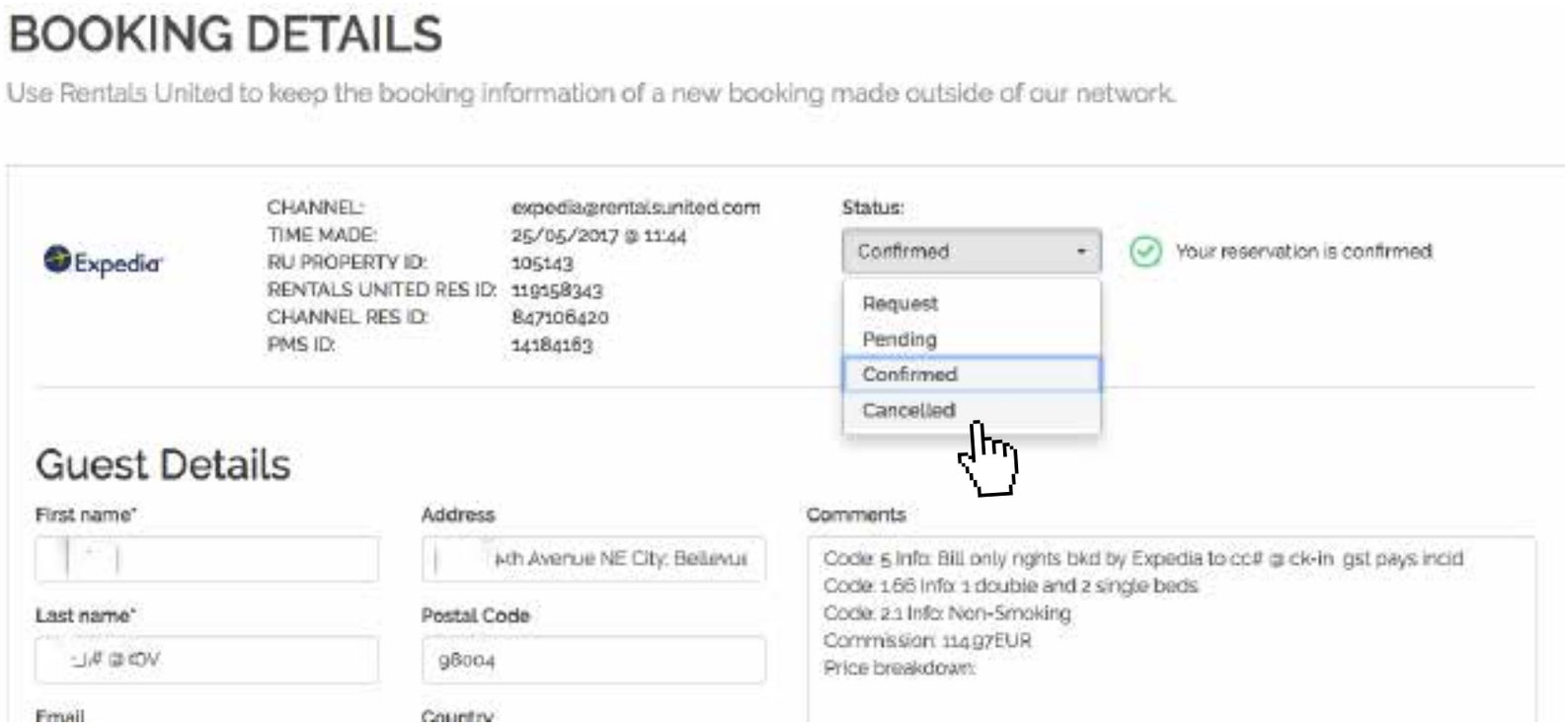
FIX ERRORS

Once you have solved the problem for any error, tick the box and click "Fix Selected Errors".



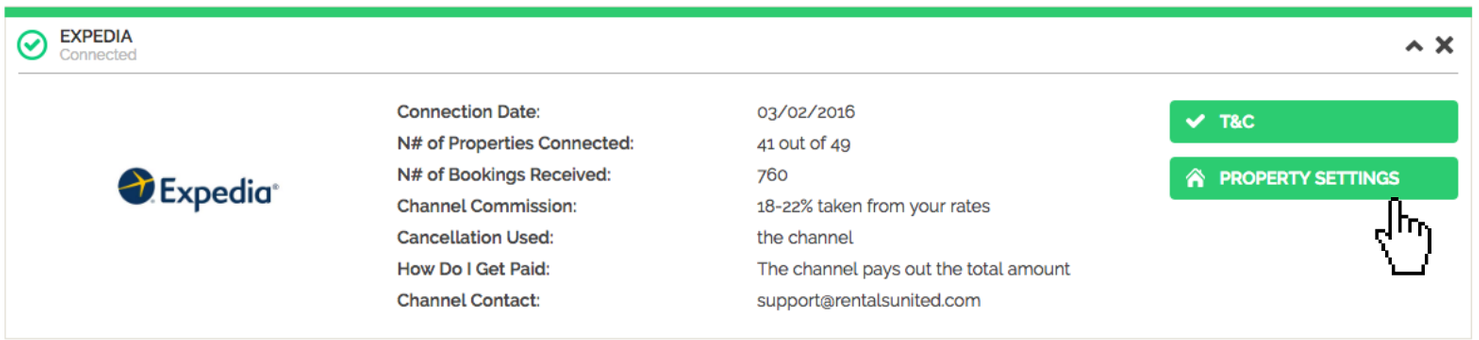
CANCELLATIONS

When a guest cancels in Expedia, the cancellation should be sent to RU. Sometimes this doesn't happen and we give you an option to manually import the cancellation to RU. But the import will only work if the booking is actually cancelled in Expedia by the guest.



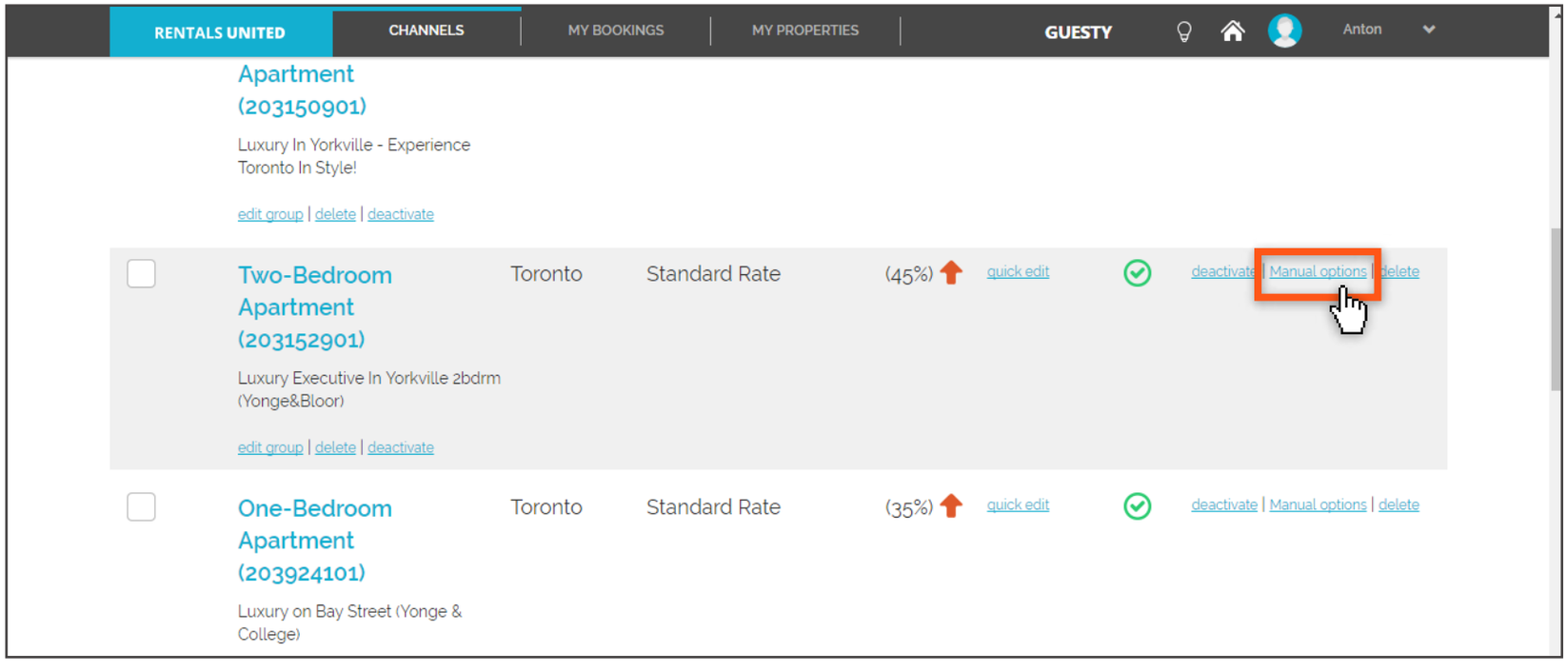
HOW TO BLOCK CALENDARS

In case of emergency you can use Advanced Options and block certain dates or change prices to Expedia only. It will not affect other channels. Go in My Channels > Expedia > Property settings



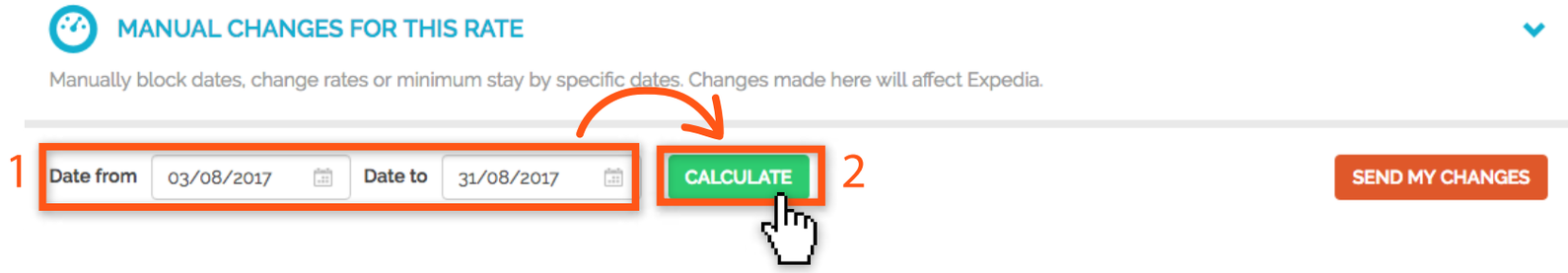
HOW TO BLOCK CALENDARS

Go to your group, click on Manual Options



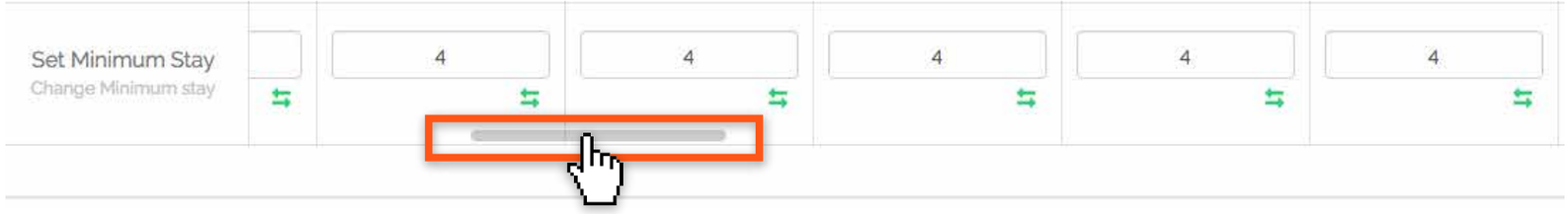
HOW TO BLOCK CALENDARS

Select the dates you wish to change. You can only change 6 months at a time.



HOW TO BLOCK CALENDARS

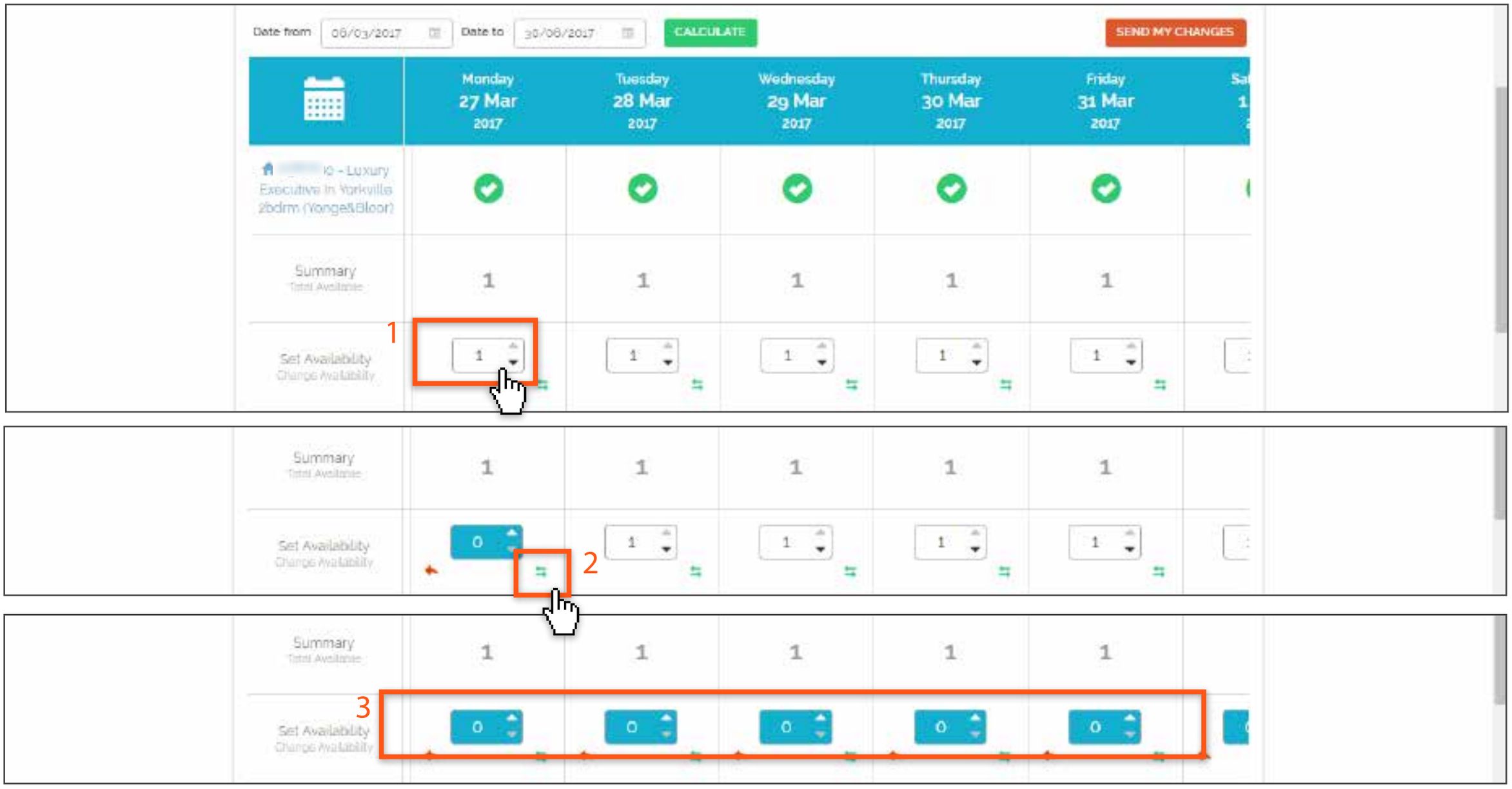
Scroll to the left (horizontaly) to see all dates.



1. To force change the availability start by changing from 1 to 0

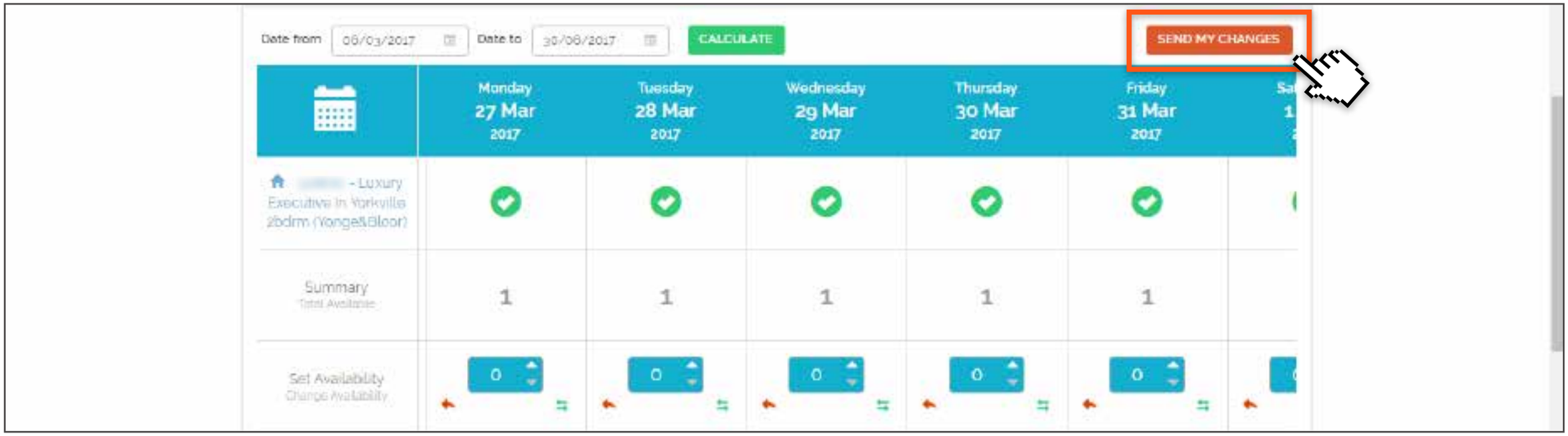
2. Click on the green arrow to copy this change to all the dates you previously selected in the calendar

3. All your availability has now been blocked- only to Expedia



Don’t forget to send changes to Expedia after each block. If you need to block a year, you need to do this process twice.

To unblock follow the same steps. If you want to force change prices or minimum stay it's the same process.



Important: Go to Expedia extranet and check that the dates are blocked!

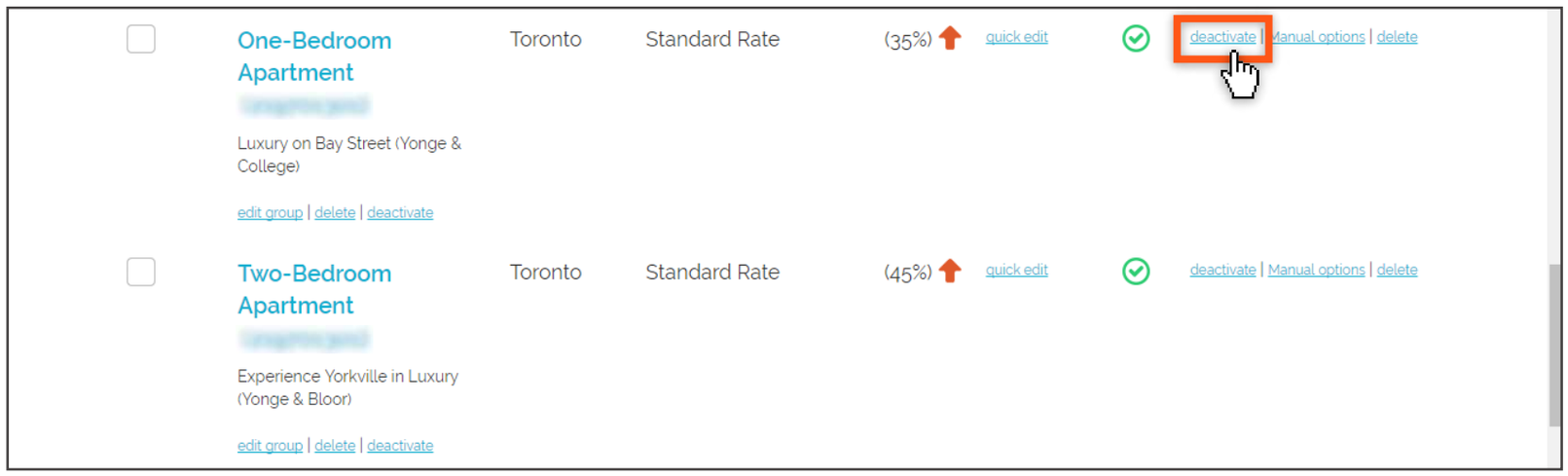
HOW TO DISCONNECT
4 STEPS

1. Start by closing/blocking your calendar in RU. If you work with a PMS you need to block your calendar in your PMS calendar and it will feed over to RU and Expedia.

2. Then contact your Account Manager in Expedia to close the property for sales. You can not do this yourself and Rentals United can not do it for you either.

3. Go in My Channels > Expedia > Property settings

4. Deactivate the push of rates, calendar and minimum stay to Expedia from RU.



STEP BY STEP

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