

# MASTERS OF DISTRIBUTION

## HOW TO ADVERTISE ON



**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?



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**



# 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.

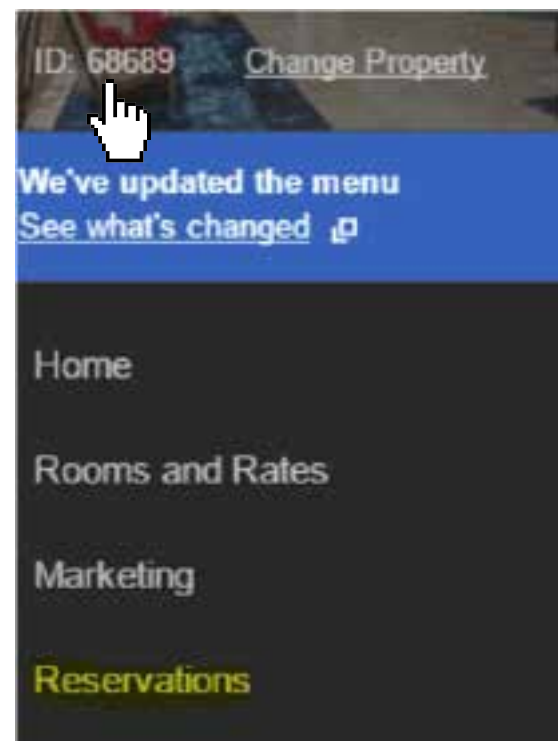
## HOW TO ACTIVATE THE CONNECTION

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](mailto: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”.

EXPEDIA  
Not connected



Connection Date: 12/05/2017

N# of Properties Connected: 0 out of 0

N# of Bookings Received: 0

Channel Commission: 18-22% taken from your rates

Cancellation Used: the channel

How Do I Get Paid: The channel pays out the total amount

Channel Contact: support@rentalsunited.com

! GET CONNECTED

PROPERTY SETTINGS

ACCOUNT SETTINGS

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

**Cancellations** ✓

Channels cancellation policy applies: More than 7 full days prior to arrival: Refund 50% of full amount (less 15%) Less than 7 days prior to arrival: No refund

**Payments** ✓

Channel charges the guest. Channel transfers the full payment to you the day of the client's arrival

**Deactivation** ✓

If you deactivate or delete a property in Rentals United or in your PMS, you will need to email the channel saying you don't want that property to be advertised anymore. There's no penalty for this however overusing the activate/deactivate feature could result in the channel no accepting your property in the future

**Instructions on how to connect**

Download the “Masters of distribution” PDF for full information about this channel

DOWNLOAD TO CONTINUE





## 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.

**BOOKING.COM CONNECT PROPERTIES**  
Connect the rates you have created in Booking.com with rates in Rentals United.

▼ Add new properties

Add a group of properties that have the same rate in Booking.com. You will be able to scale individual rates once created. cancel x

External ID  Currency  Scale Prices    IMPORT PROPERTIES

activate all deactivated rates APPLY

1 2 3

External ID  Currency  Scale Prices

## 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.

The screenshot shows the 'Edit Group' interface in Rentals United. A red box labeled '1' highlights the group name 'Apartment' and external ID '219712801'. A red box labeled '2' highlights the dropdown menu for selecting a property. A red box labeled '3' highlights the 'SAVE GROUP' button. A hand cursor is shown clicking the red text 'Click to enter the properties that should be in this group'.

Channel property ID Location Rate name Rates (Markup %) Status ☐ Show archived

1 Apartment (219712801) Standard Rate (35%) 2 3 Bedroom House Right On The Lake! (& GO station)

[Click to enter the properties that should be in this group](#)

[edit group](#) | [delete](#)

Edit Group

Group name Apartment

External ID 219712801 CAD

3 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:


☐


**Superior Apartment**  
**(172036101)**  
Stylish and Spacious One Bedroom -  
Pool and Gym!!  
[edit group](#) | [delete](#)

Auckland

Standard Rate

(20%)  [quick edit](#)

 [activate](#) | [Manual options](#) | [delete](#)




Prices and calendar activated:


☐

**Apartment with**  
**Garden View**  
**(170907301)**  
In the Heart of Auckland City  
[edit group](#) | [delete](#) | [deactivate](#)

Auckland

Standard Rate

(20%)  [quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)

## WHAT RATES AND CALENDAR AM I SENDING?

Go to your group and click on manual options

The screenshot shows the RENTALS UNITED dashboard with a navigation bar at the top containing 'RENTALS UNITED', 'CHANNELS', 'MY BOOKINGS', 'MY PROPERTIES', and 'GUESTY'. The user 'Anton' is logged in. The main content area displays a list of apartment groups. The first group is 'Apartment (203150901)' with a description 'Luxury In Yorkville - Experience Toronto In Style!'. Below it is a table listing two more groups:

Apartment (203152901)	Toronto	Standard Rate	(45%) ↑	quick edit	✓	deactivate	Manual options	delete
Luxury Executive In Yorkville 2bdm (Yonge&Bloor)								
Apartment (203924101)	Toronto	Standard Rate	(35%) ↑	quick edit	✓	deactivate	Manual options	delete
Luxury on Bay Street (Yonge & College)								

The 'Manual options' link for the 'Two-Bedroom Apartment' group is highlighted with a red box and a hand cursor.

## 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

	Monday 27 Mar 2017	Tuesday 28 Mar 2017	Wednesday 29 Mar 2017	Thursday 30 Mar 2017	Friday 31 Mar 2017	Saturday 1 Apr 2017
918880 - Luxury Executive in Yorkville 2bdm (Yonge&Bloor)	✓	✓	✓	✓	✓	✓
Summary Total Available	1	1	1	1	1	1
Set Availability Change Availability	1	1	1	1	1	1
Set Price Change Price per night	344	344	344	364	378	
Set Minimum Stay Change Minimum stay	1	1	1	1	1	

## 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.

### ERROR

56789097: Error (code 3202): **Hotel ID not found**. You either specified an invalid hotel ID or your account is not linked to this hotel. Ref-[bd2086b8-678a-4d41-b19d-c6gace786dd3]

OK

## 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 the 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”.

☒ **FIX SELECTED ERRORS**


<input type="checkbox"/>	Villa, 4 Bedrooms, Private Pool	RO	Protaras	17/05/2018 00:00:00	<ul style="list-style-type: none"><li>Type: 72961 E: Error (code 3202): Hotel ID not found. You either specified an invalid hotel ID or your account is not linked to this hotel. Ref-[4c86c626-1f13-11e7-8554-bd0b0fgbb8b4] Type: -1</li></ul>
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**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.

## BOOKING DETAILS

Use Rentals United to keep the booking information of a new booking made outside of our network.



CHANNEL:	expedia@rentals.united.com
TIME MADE:	25/05/2017 @ 11:44
RU PROPERTY ID:	105143
RENTALS UNITED RES ID:	119158343
CHANNEL RES ID:	847106420
PMS ID:	14184163

**Status:**


Confirmed

Request

Pending

Confirmed

Cancelled

 Your reservation is confirmed

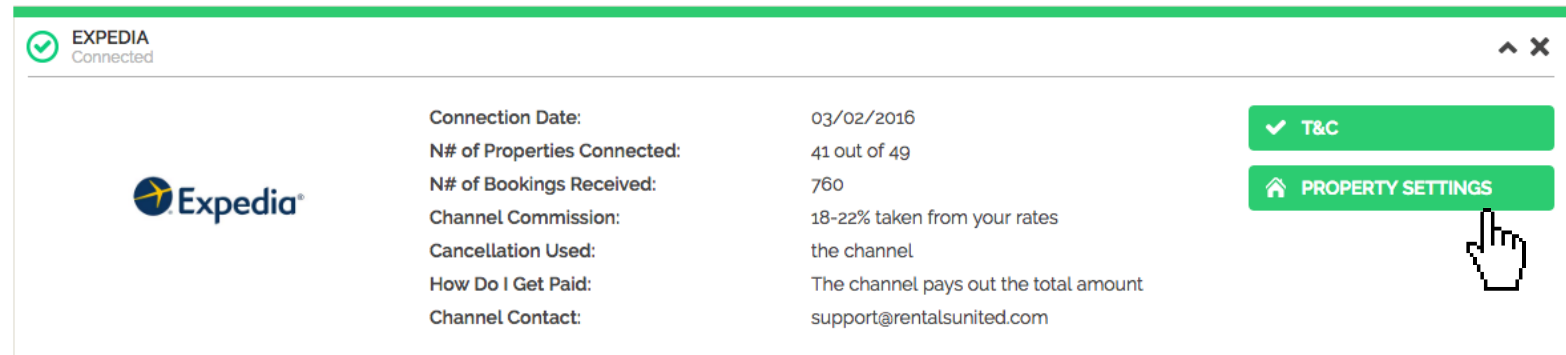
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### Guest Details

<b>First name*</b> <input type="text"/>	<b>Address</b> <input type="text" value="14th Avenue NE City: Bellevue"/>	<b>Comments</b> Code: 5 Info: Bill only nights bkd by Expedia to cc# @ ck-in gst pays incid Code: 1.66 Info: 1 double and 2 single beds Code: 2.1 Info: Non-Smoking Commission: 114.97EUR Price breakdown:
<b>Last name*</b> <input type="text" value="J. A. @ QV"/>	<b>Postal Code</b> <input type="text" value="98004"/>	
<b>Email</b>	<b>Country</b>	

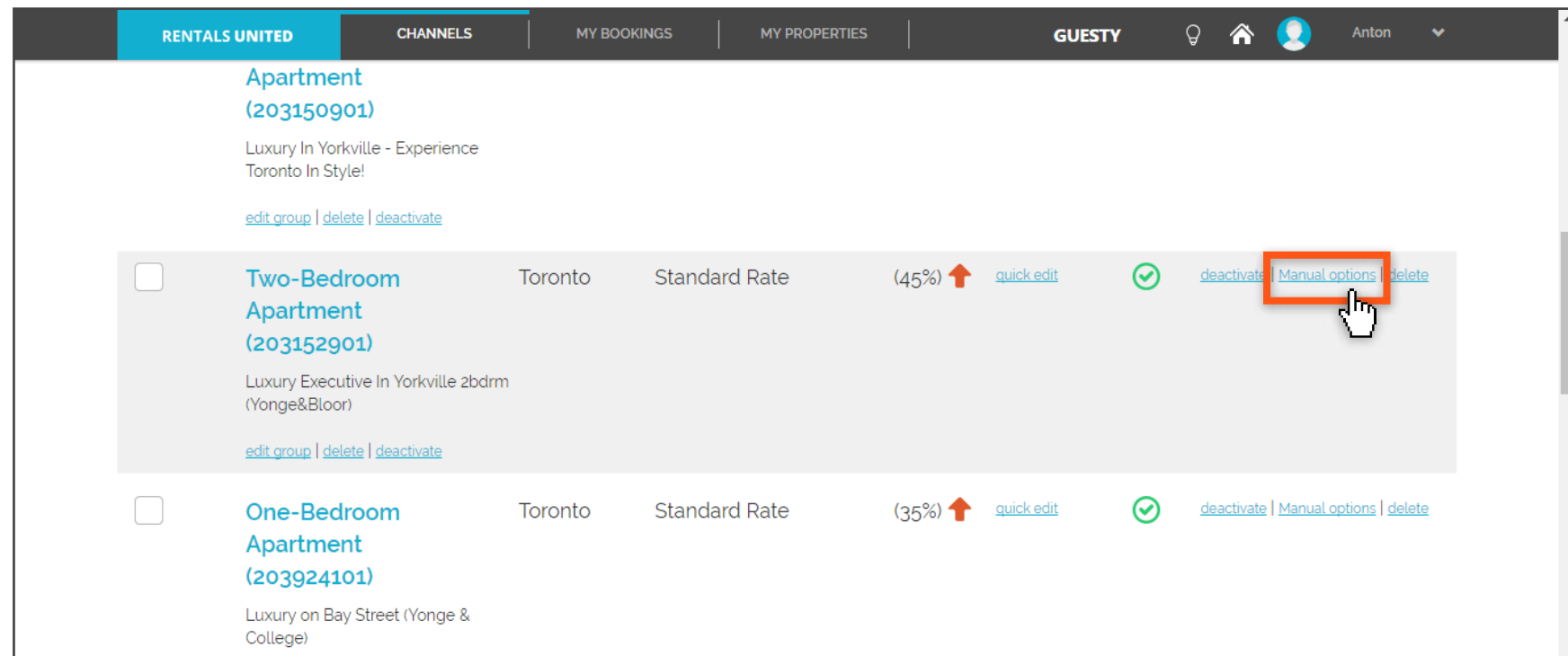
## HOW TO BLOCK CALENDARS

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.



### MANUAL CHANGES FOR THIS RATE



Manually block dates, change rates or minimum stay by specific dates. Changes made here will affect Expedia.

1

Date from 03/08/2017  Date to 31/08/2017 

CALCULATE

2

SEND MY CHANGES

## HOW TO BLOCK CALENDARS

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

Set Minimum Stay Change Minimum stay			4		4		4		4		4		4
---	---	---	---	---	---	---	---	---	---	---	---	---	---



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

The screenshot displays a hotel availability calendar interface with three rows illustrating the steps to block availability for Expedia.

**Row 1 (Initial State):** The calendar shows dates from Monday, 27 Mar 2017, to Friday, 31 Mar 2017. The 'Set Availability Change Availability' row shows a value of '1' for each date, indicating availability. A red box highlights the '1' for Monday, 27 Mar, with a red '1' next to it.

**Row 2 (Step 2):** The 'Set Availability Change Availability' row shows a value of '0' for Monday, 27 Mar, indicating that availability has been blocked. A red box highlights the '0' for Monday, 27 Mar, with a red '2' next to it.

**Row 3 (Step 3):** The 'Set Availability Change Availability' row shows a value of '0' for all dates from Monday, 27 Mar, to Friday, 31 Mar, indicating that availability has been blocked for all selected dates. A red box highlights the '0' for Monday, 27 Mar, with a red '3' next to it.

**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.

	Monday 27 Mar 2017	Tuesday 28 Mar 2017	Wednesday 29 Mar 2017	Thursday 30 Mar 2017	Friday 31 Mar 2017	Saturday 1 Apr 2017
- Luxury Executive in Yorkville 2bdrm (Yonge & Bloor)	✓	✓	✓	✓	✓	✓
Summary Total Availability	1	1	1	1	1	1
Set Availability Change Availability	0	0	0	0	0	0

**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.

<input type="checkbox"/>	<b>One-Bedroom Apartment</b>  Luxury on Bay Street (Yonge & College) <a href="#">edit group</a>   <a href="#">delete</a>   <a href="#">deactivate</a>	Toronto	Standard Rate	(35%)  <a href="#">quick edit</a>		<a href="#">deactivate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>
<input type="checkbox"/>	<b>Two-Bedroom Apartment</b>  Experience Yorkville in Luxury (Yonge & Bloor) <a href="#">edit group</a>   <a href="#">delete</a>   <a href="#">deactivate</a>	Toronto	Standard Rate	(45%)  <a href="#">quick edit</a>		<a href="#">deactivate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>

# **STEP BY STEP**

## **HOW TO ADVERTISE ON**

