

RENTALS UNITED
MORE BOOKINGS. LESS WORK.

STEP BY STEP

HOW TO CONNECT TO

 **tripadvisor Rentals®**

TripAdvisor

Who are they?

Tripadvisor is the world's largest travel community. With Rentals United's connection with Tripadvisor, your rentals will automatically be pushed to Flipkey, Holiday Lettings, Niumba and VacationHomeRentals. You will be distributed to all sites and cannot select.

What is synchronized?

- Rates
- Availability
- All static content such as amenities, description, photos, etc.

The connection is a 2-way sync. Bookings will block your calendar in Rentals United and your PMS.

Please note: your existing content in TripAdvisor will be overwritten by the content you have in RU whenever you change your prices in RU or in your PMS. Please make sure your property info is correct in RU. You can log into your TripAdvisor dashboard and select what you wish RU to overwrite in every synch. See more on pages 16-17

How it works

Booking process

When you get a booking, Rentals United will send you a booking notification. The booking will block your Rentals United and PMS calendars. You need to arrange the check-in details directly with the guest. Tripadvisor will send you the full details.

You are allowed to cancel, but a cancellation fee may apply. TripAdvisor will decide on per-case basis.

Commission

The channel takes their commission of 3% from the rates they receive from Rentals United.

Payment process

TripAdvisor charges the guest and will pay you 24 hours after check in to Paypal or via Bank Transfer

Cancellation policy

You need to select one of TripAdvisor's 9 cancellation policies from your dashboard in TripAdvisor

How it works

Price model

TripAdvisor can accept Price per night and price per guest charged per person and night.

Requests

Requests from guests can only be read in Rentals United. You need to answer and convert directly in Tripadvisor. If converted to a booking it will synch to Rentals United and your PMS.

Discount and Last minute deals

TripAdvisor currently doesn't support any discounts or last minute deals

Changeover and minimum stay

TripAdvisor can calculate and display minimum stay. At the moment, changeover days can not be sent.

Extra Fees and Taxes

TripAdvisor only supports static fees, eg fees can't be calculated based on other variables in the booking process. All taxes will be displayed.

Connection Process

- **New clients:** sign an agreement with TripAdvisor here: <https://rentals.tripadvisor.com/insights/get-startedcontactpmsales@tripadvisor.com>
- A Sales Manager will contact you within 1 week to sign a contract, set up an account and connection. If you haven't heard back from TripAdvisor after a week please reach out directly to pmsales@tripadvisor.com and ask for your status.
- When you have a signed agreement TripAdvisor will provide you with an Owner ID. Save it as you will need to enter it in Rentals United to authorize the connection.
- **Existing clients:** email pmsupport@tripadvisor.com with your TripAdvisor Owner ID and request a new software connection via Rentals United.
- TripAdvisor will transfer your existing account to the new connection and help with mapping your existing properties together with your Rentals United properties. This takes 1 week pending no technical issues. If you have questions at this stage, please communicate directly with pmsupport@tripadvisor.com.
- When the connection is activated, the content you have in RU will overwrite the content you have in TripAdvisor, but you will **keep your reviews!**

Connection Process

General Requirements

Properties that don't meet these requirements may be rejected by TripAdvisor. Rejections will be shown as errors in RU. You will need to update what is missing and then re-push your details. See more on page 18 .

1. Your Company profile in Rentals United needs to be filled in
2. A good property title without numbers and non latin characters
3. Full address and location
4. 10 photos in min size 1024 x 683 px
5. 10 amenities
6. Description with a minimum of 300 characters
7. Number of guests, bedrooms and bathrooms needs to be specified
8. Bedding info in each room eg; single bed, double bed, etc
9. Full arrival instructions for the guest; check in hours, phone number and email address
10. Prices and availability

Connection Process

Specific Requirements

1. You need a minimum 5 properties to connect
2. You need to set up a Payment method in your TripAdvisor dashboard in order for your properties to go live.
3. Kitchen is mandatory
4. Check-in cannot be later than 23:00
5. The first photo in the list is the cover photo, and must be in landscape format.
6. The coordinates provided must be located within 250 meters of the map pin generated by the address.
7. Tourist license number and expiration date is mandatory for these locations:
 - a. Cantabria (Spain)
 - b. Balearic Islands (Spain)
 - c. Catalunya (Spain)
 - d. San Francisco (USA)

How to connect

Go to Add channels in Rentals United and add TripAdvisor

TRIPADVISOR



Accepting properties in:

Channel commission:

Cancellation used:

How do I get paid:

Minimum rentals n# needed:

N# of Websites:

What is synchronised:

Worldwide

3% taken from your rates

Yours

The channel pays out the total amount

You must have at least 5 properties

3 websites



[More info](#)

+ ADD CHANNEL

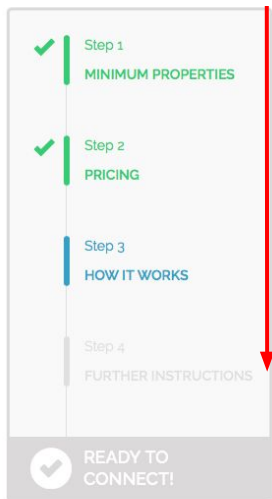


How to connect

Go through the 5 steps in their checklist. Read and accept their Terms and Conditions.

GET CONNECTED TO 'TRIPADVISOR '

Follow the steps to connect to this website. Read carefully



How It Works

Synchronisation ✓

Your calendars, prices, property information and photos will be synchronised with the Channel. Bookings coming from the Channel will block your RU and/or PMS calendar.

Commissions ✓

TripAdvisor will charge their commission of 3% from the rates received via Rentals United. You need to mark up if you want to cover for the commission.

Confirmations ✓

TripAdvisor sends confirmation to the client and to you. You must arrange check-in details yourself.

Cancellations ✓

You need to select one of TripAdvisor's 9 cancellation policies from your dashboard in TripAdvisor.

Payments ✓

TripAdvisor charges the guest and pay you 24 hours after guest checks in

Deactivation ✓

If you deactivate or delete a property in Rentals United or in your PMS it will automatically be removed from channel after 24 hours

NEXT


[Connect to another channel](#)

How to connect

When you sign an agreement with TripAdvisor, they will give you your Account ID. You will need to enter it in Rentals United to link and validate the connection. Finish by connecting your properties. You can connect them all or choose which properties to connect.

Step 4
HOW IT WORKS

Step 5
FURTHER INSTRUCTIONS

 READY TO CONNECT!

2. Scroll down to "Manage 5 or more properties" In the Form, add Rentals United as your Property Management software


3. A TripAdvisor Sales Manager will contact you within 1 week to sign a contract, set up an account and connection. If you haven't heard back from TripAdvisor after a week please reach out directly to pmsales@tripadvisor.com and ask for your status.

4. Once completed TripAdvisor will email your Account ID, please add your ID below to link your TripAdvisor Account together with your Rentals United account.


5. When your accounts have been successfully linked together you can connect your properties.

6. TripAdvisor will review your content. If information is missing, they will send an error report to your TripAdvisor and Rentals United account. If you don't understand the errors you need to contact pmsupport@tripadvisor.com directly so they can explain what needs to be updated.

TripAdvisor Network Account ID



LINK ACCOUNTS





CONNECT

CHOOSE WHICH PROPERTIES TO CONNECT

How to connect

After you have connected your properties, you will be able to see the connection in “My Channels”, “Property settings”. In your connection list, you will see the properties that are connected with a green checkmark.

 **TRIPADVISOR**
Connected



Connection Date: 30/01/2018

N# of Properties Connected: 6 out of 6

N# of Bookings Received: 0

Channel Commission: 3% taken from your rates

Cancellation Used: yours

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

Channel Contact: pmsupport@tripadvisor.com

✓ T&C


🏠 PROPERTY SETTINGS


⚙️ ACCOUNT SETTINGS

Beautiful 2 Bed Apartment By NaturalHis... London	137527286	Create New	- 0% +	GBP	<div>✓</div>	Push details deactivate
Cosy Spacious Studio Next To Pimlico St... London	137527286	Create New	- 0% +	GBP	<div>✓</div>	Push details deactivate



Errors


TripAdvisor may reject your properties if the content doesn't meet their criteria. This will show as errors in RU in "My channels"


 **TRIPADVISOR**
Connected with 10 errors





Connection Date:	13/04/2018
N# of Properties Connected:	20 out of 25
N# of Bookings Received:	0
Channel Commission:	3% taken from your rates
Cancellation Used:	the channel
How Do I Get Paid:	The channel pays out the total amount
Channel Contact:	pmsupport@tripadvisor.com

 **T&C**

 **PROPERTY SETTINGS**

 **CHECK ERRORS**

 **ACCOUNT SETTINGS**

Error handling

Read what the error says as most errors are due to content not meeting TripAdvisor's criteria. In the cases below, you will need to update your content in RU or in your PMS and then simply re-push your property.

ADDRESS_LAT_LONG_DISCREPANCY - means that the address and coordinates don't match

PAYMENT_METHOD - not set in the channel, you need to add it into your TripAdvisor dashboard

DESCRIPTION - missing or too short

TITLE - invalid name, probably too many numbers or forbidden non latin characters éñåäö etc...

BEDS - bedding doesn't match the number of guests

POSTAL_CODE - missing or not matching the address

TripAdvisor rate limit reached - your property was not properly connected. Click "Fix selected errors" to repush

Error connecting property xxx to external property xxxx - your property was not properly connected. Click "Fix selected errors" to repush

Error handling


When you have corrected your property content, go back to My channels “Check errors” and select “Fix selected errors”. Your properties will be re-pushed to TripAdvisor. Login later and and double check that the errors are gone.

TRIPADVISOR ERROR MANAGER

Manage and fix errors from all of your rates.

☒

FIX SELECTED ERRORS



10 errors selected

Error handling

If you see these errors please reach out to pmsupport@tripadvisor.com for help, as Rentals United cannot help you with these errors. Provide TripAdvisor with your Account ID number, Property name and copy the error message in.

NOT_FOUND

FORBIDDEN

DEFAULT_PRICE violation

MINIMUM_STAY violation

FORBIDDEN", "tracing_id

LOCATION violation

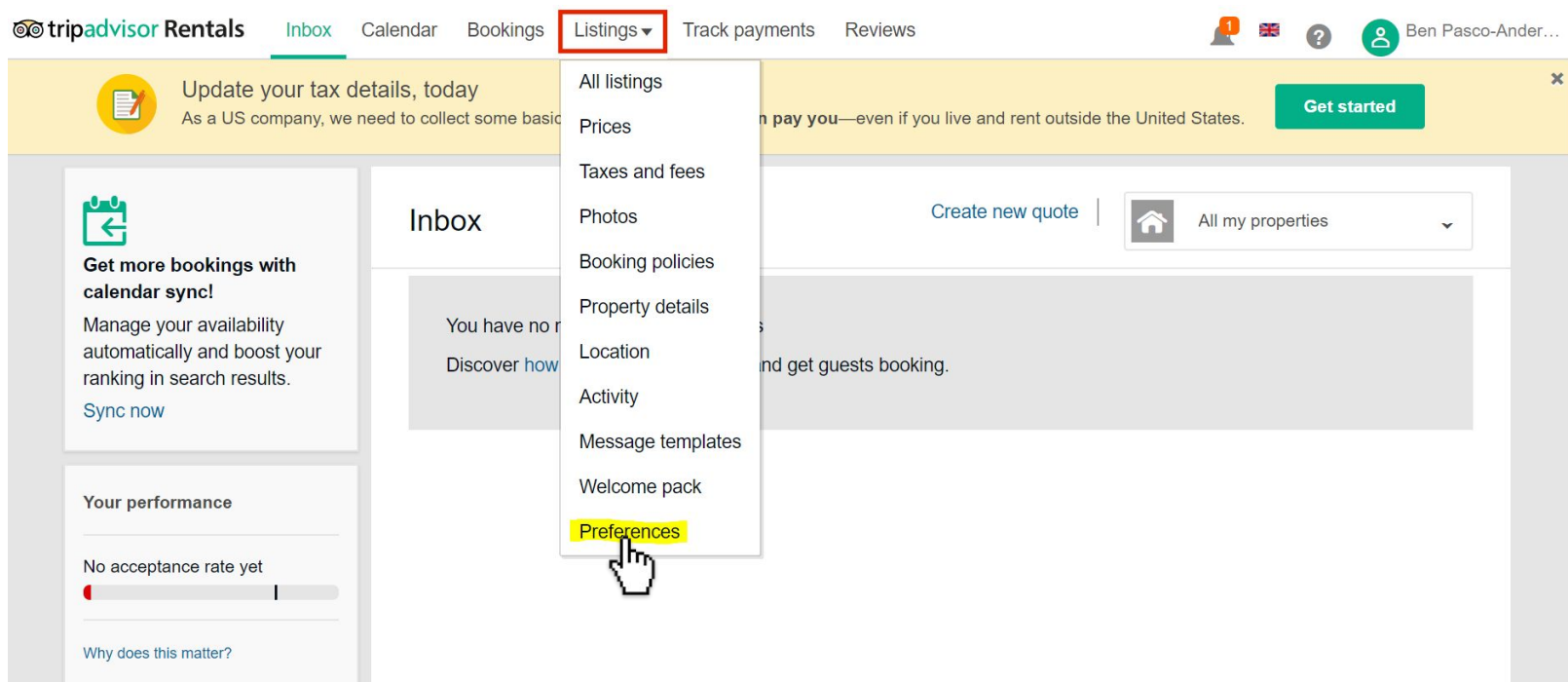
OWNER_IN_DEMO_STATE

MAX_GUESTS violation

INACTIVE_DUE_TO_DECLINED_BOOKING_REQUEST violation

Synch options

Your existing content in TripAdvisor will be overwritten with the content you have in RU, whenever you change your prices in RU or in your PMS. If you don't want this you can login to your TripAdvisor dashboard and select what you wish RU to overwrite. Go to: **Listings** and **Preferences**



The screenshot shows the TripAdvisor Rentals dashboard. The top navigation bar includes 'tripadvisor Rentals', 'Inbox', 'Calendar', 'Bookings', 'Listings' (highlighted with a red box), 'Track payments', and 'Reviews'. A user profile for 'Ben Pasco-Ander...' is visible in the top right. A yellow banner at the top contains a message about updating tax details and a 'Get started' button. The main content area is divided into sections. On the left, there's a 'Get more bookings with calendar sync!' section and a 'Your performance' section. The central 'Inbox' section shows a message about no acceptance rate yet. The 'Listings' dropdown menu is open, showing options like 'All listings', 'Prices', 'Taxes and fees', 'Photos', 'Booking policies', 'Property details', 'Location', 'Activity', 'Message templates', 'Welcome pack', and 'Preferences' (highlighted in yellow with a hand cursor pointing to it). The right side of the dashboard features a 'Create new quote' button and a dropdown for 'All my properties'.

tripadvisor Rentals Inbox Calendar Bookings Listings Track payments Reviews

Update your tax details, today
As a US company, we need to collect some basic tax information from you to ensure you pay you—even if you live and rent outside the United States. [Get started](#)

[Create new quote](#) | [All my properties](#)

Inbox

You have no new messages. [Discover how](#)


Get more bookings with calendar sync!
Manage your availability automatically and boost your ranking in search results.
[Sync now](#)

Your performance
No acceptance rate yet
[Why does this matter?](#)

All listings
Prices
Taxes and fees
Photos
Booking policies
Property details
Location
Activity
Message templates
Welcome pack
Preferences

Synch options

Select in the list what you want Rentals United to update in every synch. “Yes” means the synch is on and “No” means it’s turned off.



Get more bookings with calendar sync!

Manage your availability automatically and boost your ranking in search results.

[Sync now](#)

Your performance


No acceptance rate yet

[Why does this matter?](#)

Preferences

Control which parts of your account are updated automatically from the source you provided to us.

Want to change something, or need help troubleshooting your listing info? Contact us: propertymanagers@tripadvisor.com

SECTION	FOUND ON	AUTO-UPDATE 
Calendar	Calendar	<div>Yes ▾</div>
Base rate	Rates	<div>Yes ▾</div>
Seasonal rate	Rates	<div>No ▾</div>
Currency	Rates	<div>Yes ▾</div>
Taxes	Taxes and fees	<div>Yes ▾</div>
Fees	Taxes and fees	<div>Yes ▾</div>
Photos	Photos	<div>Yes ▾</div>
Damage deposit	Booking policies	<div>Yes ▾</div>
Guest Requirements	Booking policies	<div>Yes ▾</div>

Changes

If you have updated your property content in RU you need to re-push it to TripAdvisor. Go to your connection list, select property and remember; if you want to push over new content for example, new photos, the photo synch needs to be enabled to “Yes” in your TripAdvisor dashboard.

TRIPADVISOR CONNECT PROPERTIES

Connect the properties you have in TripAdvisor and decide on scaling.

connect all disconnected properties ▾

APPLY

20 properties | Show 10 | 50 | 250



1 of 2



Property Name ▾

Account Name

External Name

Scaling %

Currency

Status

Actions

Show all ▾

Connected ▾

Joya Cyprus Diamond Deluxe Penthouse...
Kyrenia

2895170 ▾

<id 1675916> ▾

- 3% +

EUR



[Push details](#) | [deactivate](#)

Joya Cyprus Majestic Penthouse Apartm...
Kyrenia

2895170 ▾

<id 1691125> ▾

- 3% +


EUR

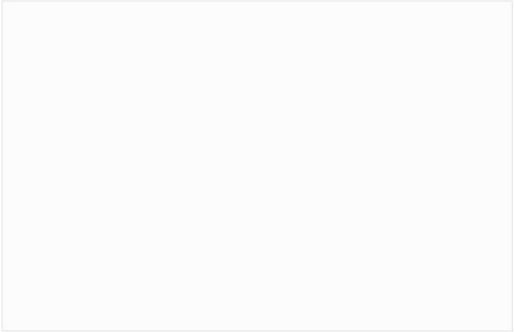


[Push details](#) | [deactivate](#)


Connect multiple accounts

Add more TripAdvisor accounts to Rentals United. Go to “My Channels” Account Settings. Add your additional Account ID. You need to ask TripAdvisor for all your ID’s.

 **YOUR TRIPADVISOR ACCOUNT DETAILS**
See your TripAdvisor accounts here




2895170

 **CONNECTED** [edit](#)

OwnerID:

In case you already have an account in Tripadvisor, enter your Tripadvisor OwnerID

ADD ACCOUNT



Connect multiple accounts

After adding your additional account(s), go to “Property Settings” to access your TripAdvisor connection list. Follow the 3 steps below.

1. **Select the Account ID where the property should go to.**
2. **Leave as “Create new”**
3. **To push over your property click on “Activate”**

DOBO ROOMS MANOTERAS I Madrid	165660663	RU ID 1688694	- 10% +	EUR	✓	Enviar datos desactivar
DOBO ROOMS MONCLOA Madrid	165660663	RU ID 1688671	- 10% +	EUR	✓	Enviar datos desactivar
DOBO ROOMS PLAZA MAYOR COMFORT Madrid	165660663	Crear nuevo	- 10% +	EUR	✗	Enviar datos desactivar
DOBO ROOMS PLAZA MAYOR EXCLUSI.. Madrid	165660663	RU ID 1688579	- 10% +	EUR	✓	Enviar datos desactivar
DOBO ROOMS RELATORES 2 Madrid	41346118	RU ID 1688666	- 10% +	EUR	✓	Enviar datos desactivar

Disconnect a property

If you want to disconnect a property, you will need to do it in Rentals United and not in the channel. The property will be automatically removed from the channel in the next synch.

Go to "My Channels" and click on "Property settings" for TripAdvisor. In your connection list you can deactivate the property you wish to remove.

Beautiful 2 Bed Apartment By NaturalHis... London	137527286 ▼	Create New ▼	- 0% +	GBP	✓	Push details deactivate
Cosy Spacious Studio Next To Pimlico St... London	137527286 ▼	Create New ▼	- 0% +	GBP	✓	Push details deactivate
Luxury Apartment Nell Gwynn House 420 London	137527286 ▼	Create New ▼	- 0% +	GBP	✓	Push details deactivate