Booking.com Connectivity

Quick Connect

Cut the extra onboarding steps. Connect customers faster.

Properties get connected to a provider through a five-step process

1

Select Provider

Property searches for a provider.

2

XML Agreement

Property fills in contact details and signs service agreement.

3

Provider Confirmation

Provider conducts mapping and configuration. Confirms readiness.

4

Property Confirmation

Property approves the connection.

5

XML Active

Property is connected.

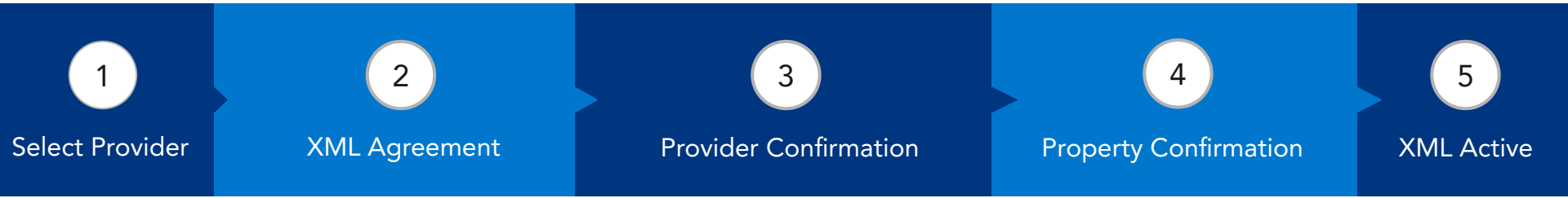
“It’s a pain.”

For properties

“Shouldn’t this be covered by the GDT?”

Long wait.

Forgets to confirm, or pushed to confirm even if not ready.



For providers

Too many emails due to many property requests.

Manually done on partner portal. Authorisation happens per property.

Waiting for property (for no reason).

Deal with the Mess

Longer Onboarding

The Result

These pain points impact property, provider, and Booking.com.

Downtime

Delays

Churn

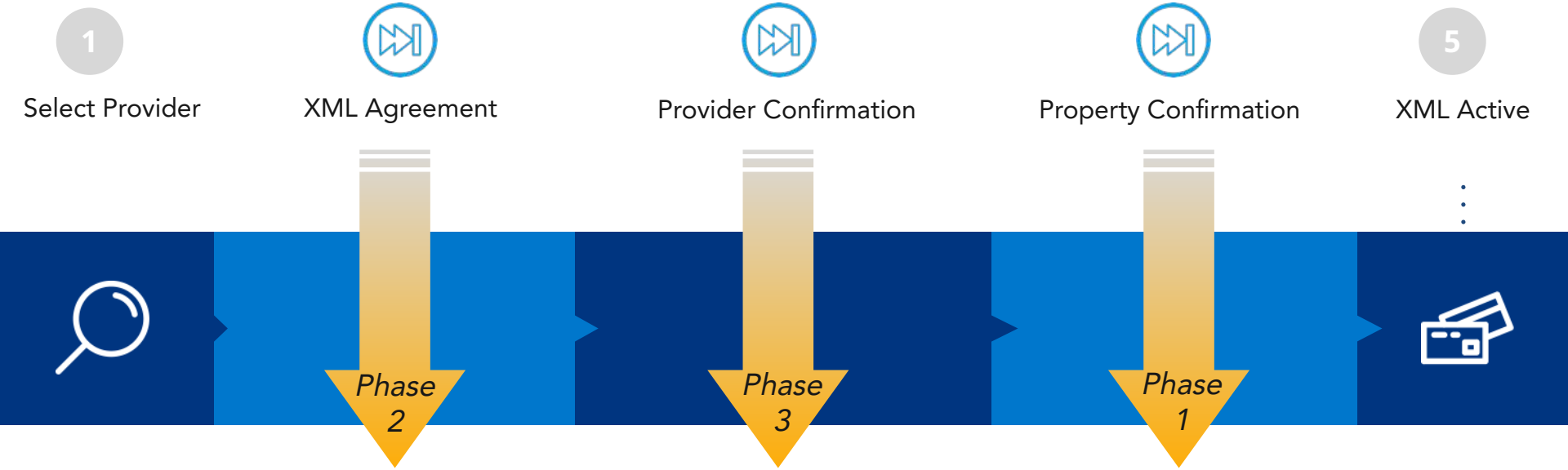
Introducing Quick Connect.

Cut the extra steps. Connect your customers faster.

We are rolling out a series of solutions that eliminate pain points at every step of the onboarding process.

Quick Connect | Solutions Overview

Simplifying the onboarding process at every step



Remove 'XML Agreement' step
Terms and conditions appear as a checkbox when selecting a provider.

Simplify 'Provider Confirmation'
Explore solutions to automate the confirmation process

Property Auto-Connect
Properties can choose to automatically activate the connection after provider confirmation.

Quick Connect | Solutions Overview

We're developing several solutions to simplify the onboarding process.
These solutions will be validated through experiments before being fully rolled out.

Phase 1: Property Auto-Connect

Pain point: The 'Property Confirmation' step is usually forgotten.
Solution: Option to skip this step by automatically activating the connection when the provider confirms readiness.

- Experiment: February – March 2020
- Rollout: 15 April 2020

Phase 2: Remove 'XML Agreement' step

Pain point: Filling out the XML Agreement is an unnecessary extra step.
Solution: Integrate 'XML Agreement' as a checkbox when property requests a connection to a provider.

- Experiment: Q3/Q4 2020 (date to be confirmed)
- Rollout: Q3/Q4 2020

Phase 3: Simplify 'Provider Confirmation' step

Pain point: Provider needs to manually confirm connections on multiple platforms.
For exploration: Look into solutions that can simplify this step.

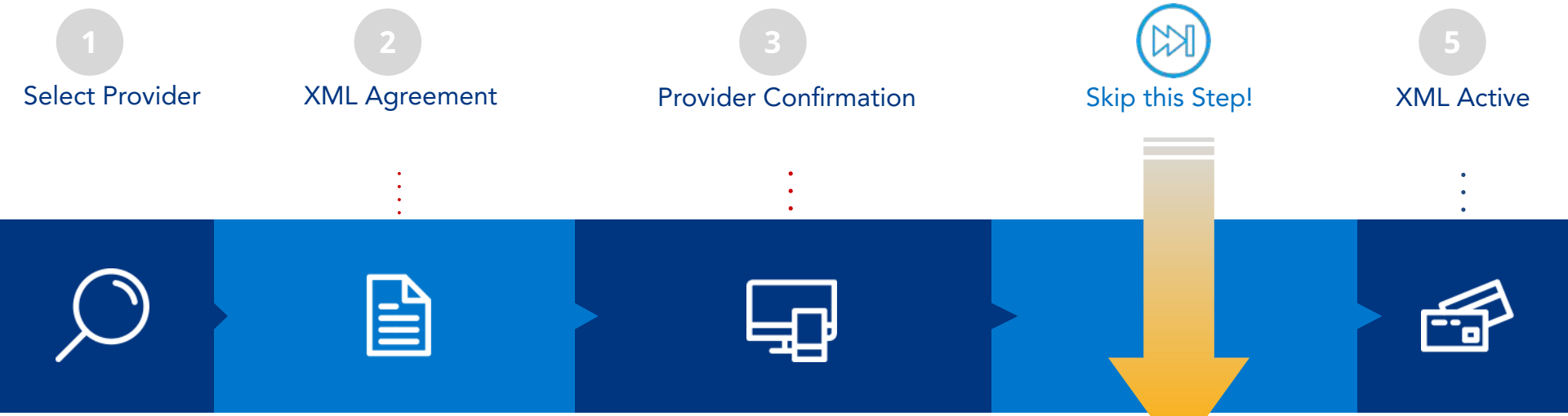
Quick Connect | Phase 1

Property Auto-Connect

Skip the ‘Property Confirmation’ step.

Quick Connect

Phase 1: Property Auto-Connect.

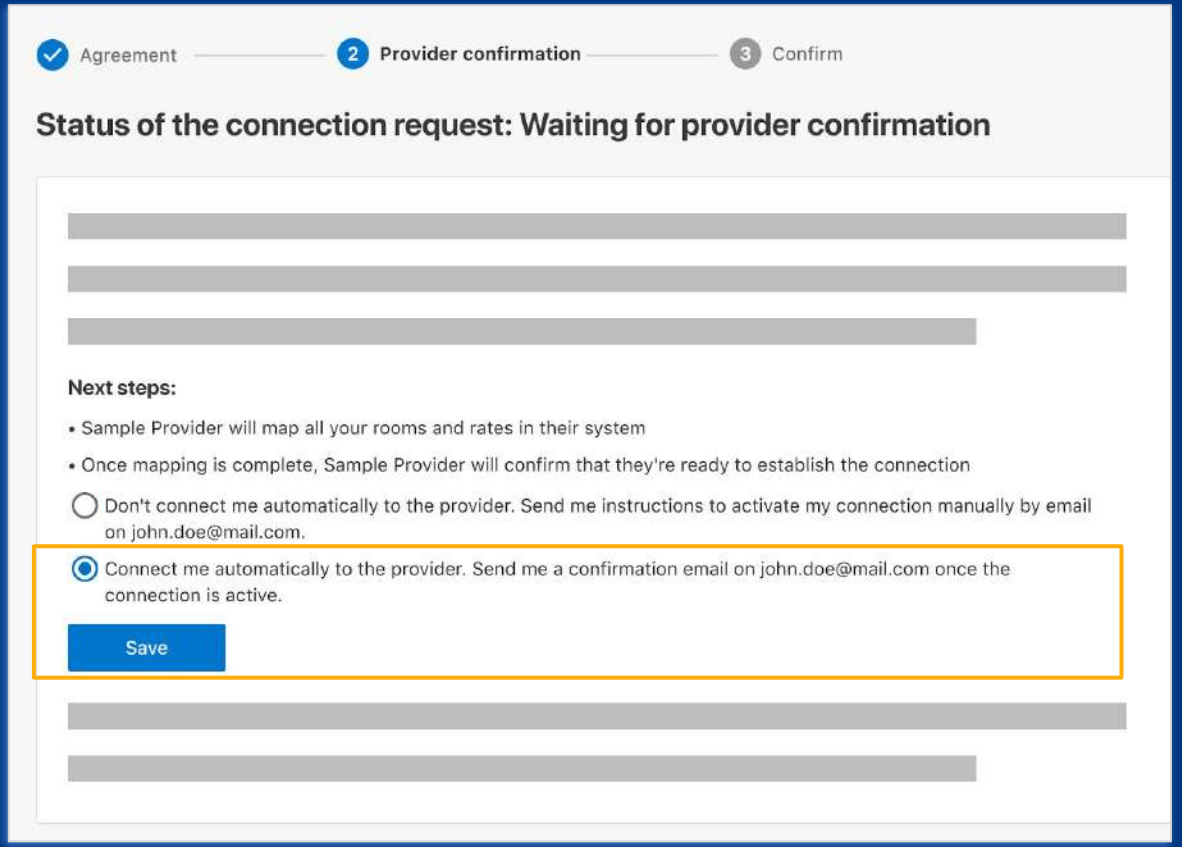


Property Auto-Connect

Properties can choose to **automatically activate** the connection after provider confirmation.

How does it work?

After signing the XML Agreement on the extranet, properties can select the 'Connect me automatically to the provider' option. The connection becomes active after the provider confirms.

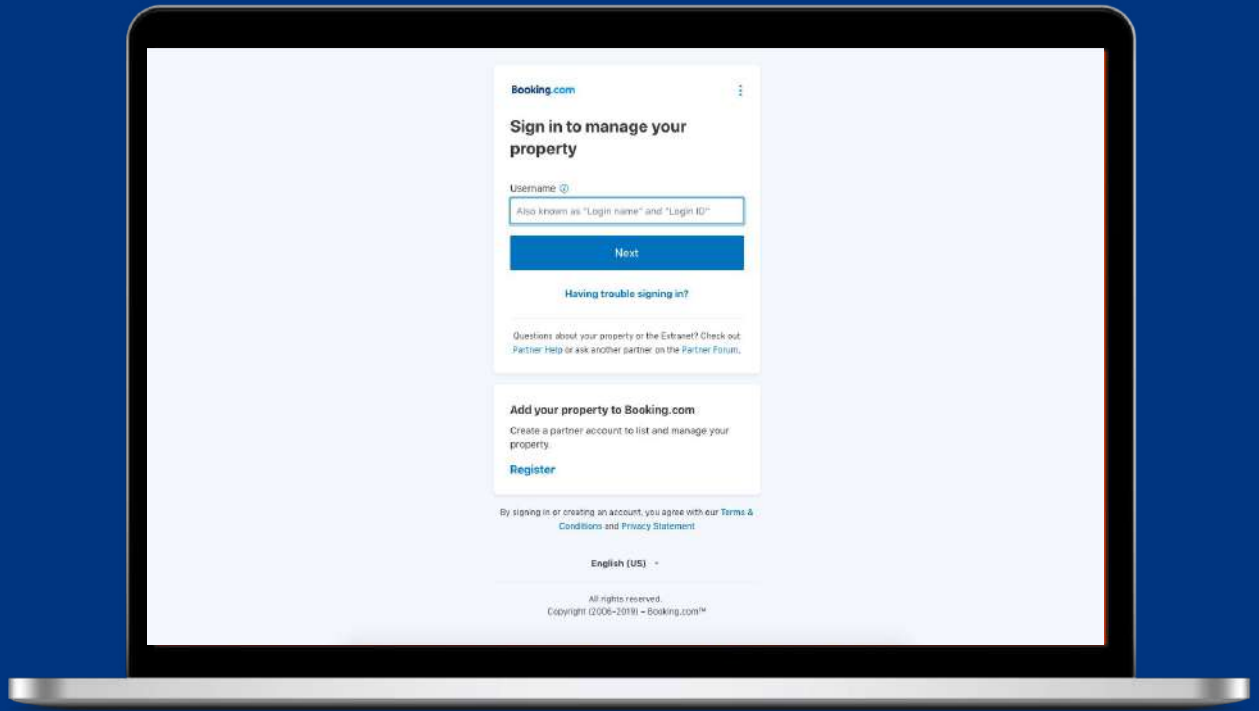


Auto-Connect is the default option if the property does not take any action.

Thank you

Quick Connect for connectivity providers

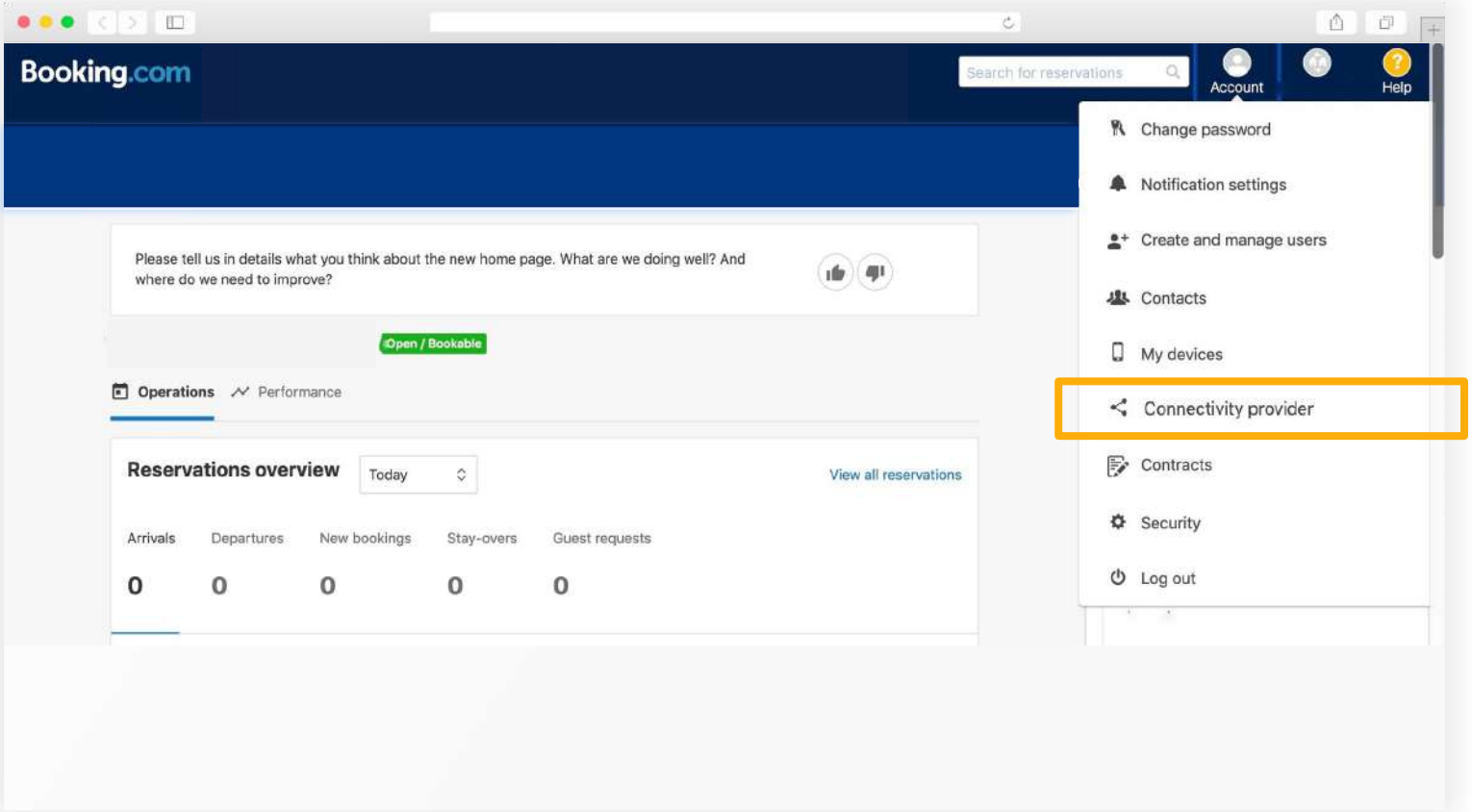
Phase 1:
Property Auto-Connect
Onboarding Guide



Booking.com Connectivity

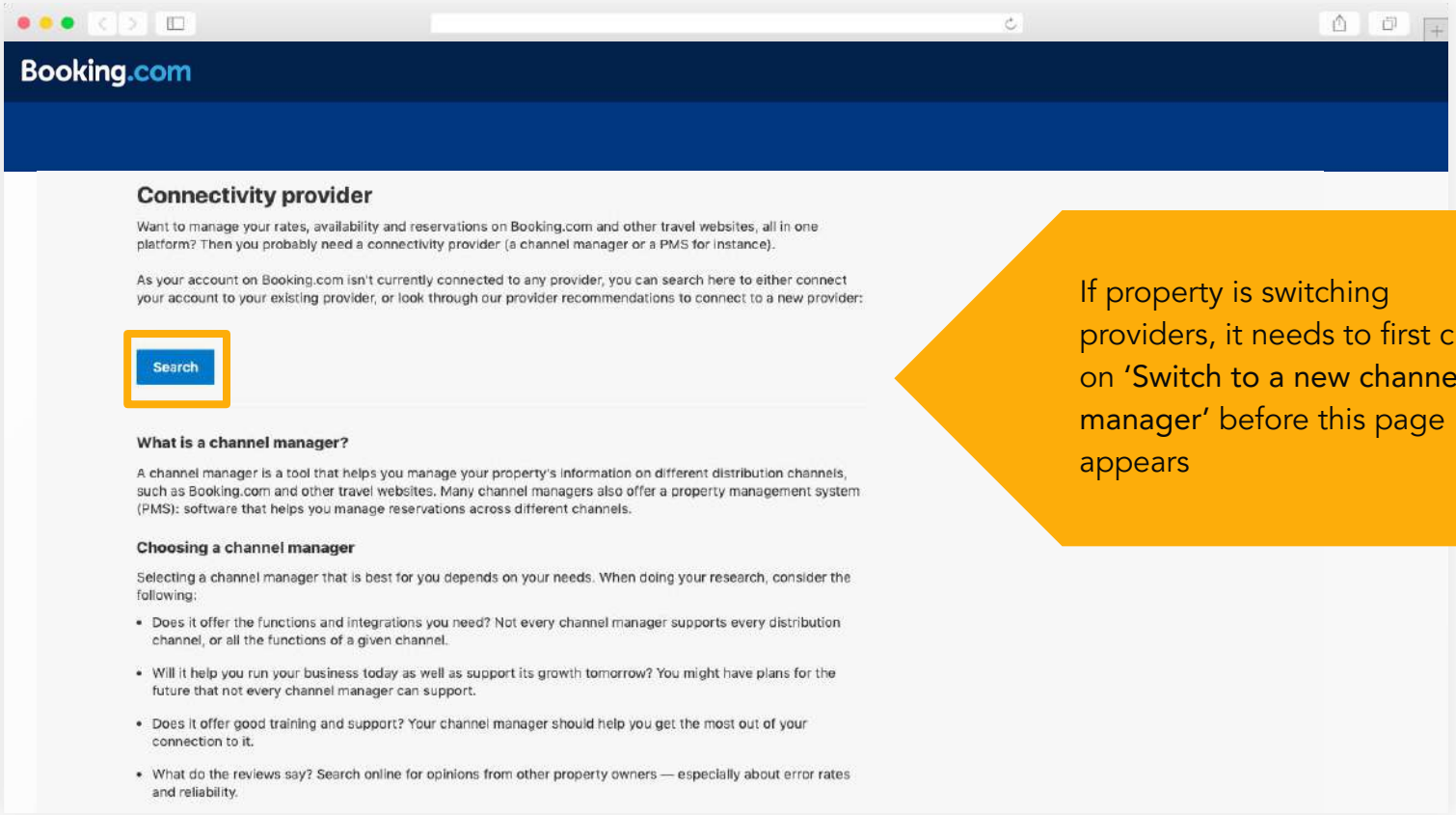
Property action: extranet

Under ‘Account’, click on ‘Connectivity provider’



Property action: extranet

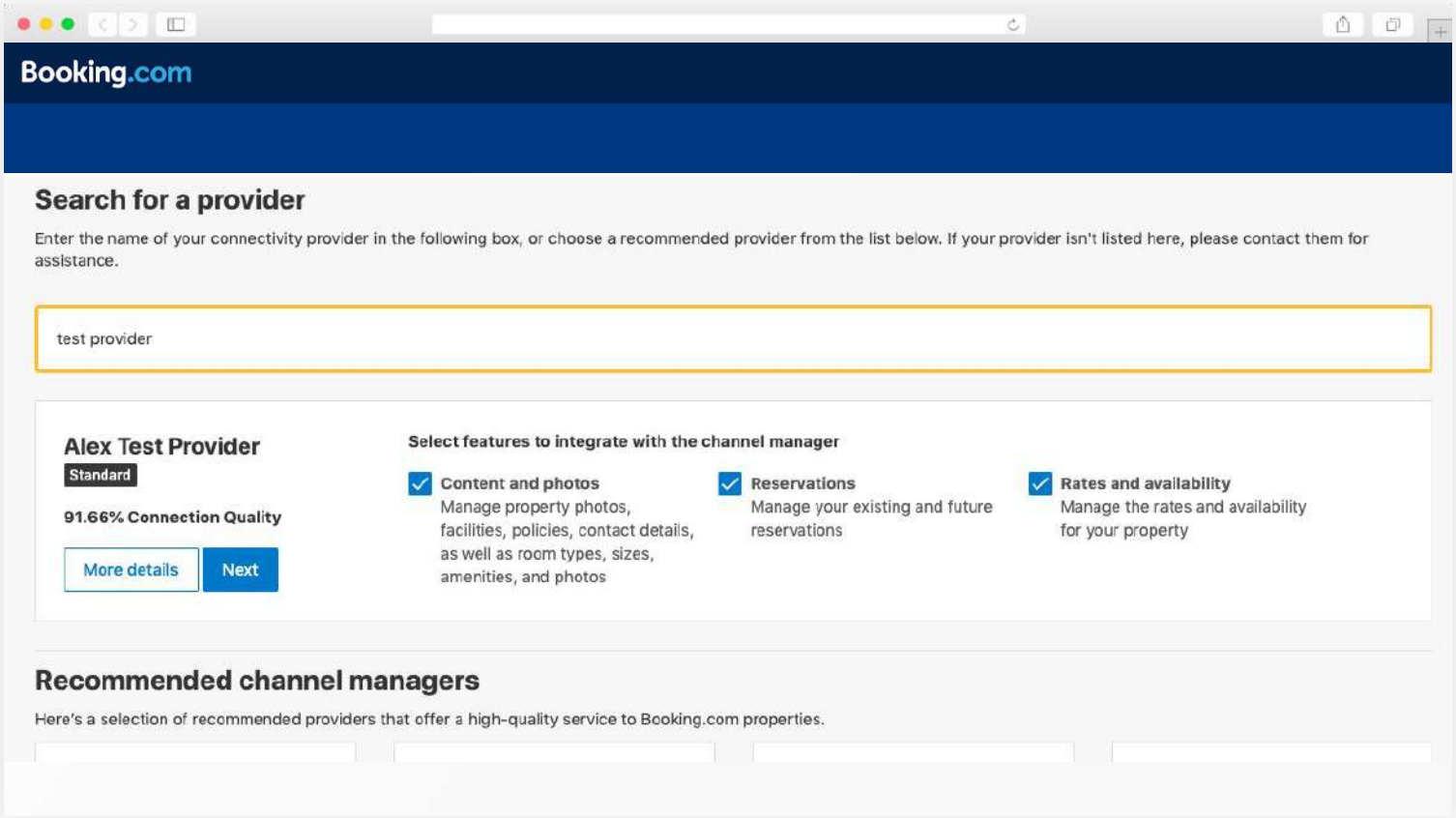
Click on ‘Search’ to start looking for a new channel manager



If property is switching providers, it needs to first click on ‘Switch to a new channel manager’ before this page appears

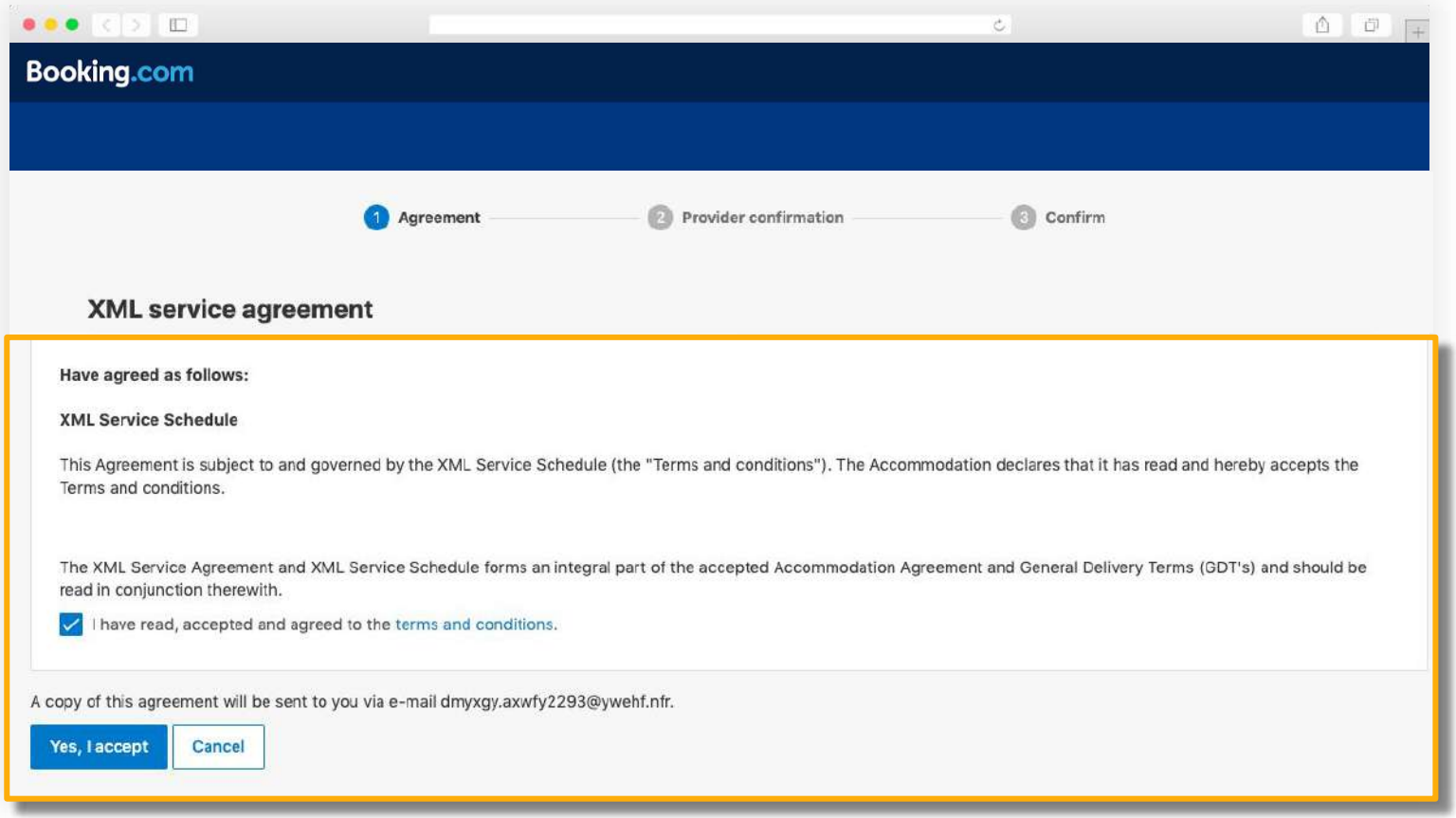
Property action: extranet

Search and select a new channel manager, and click on ‘Next’



Property action: extranet

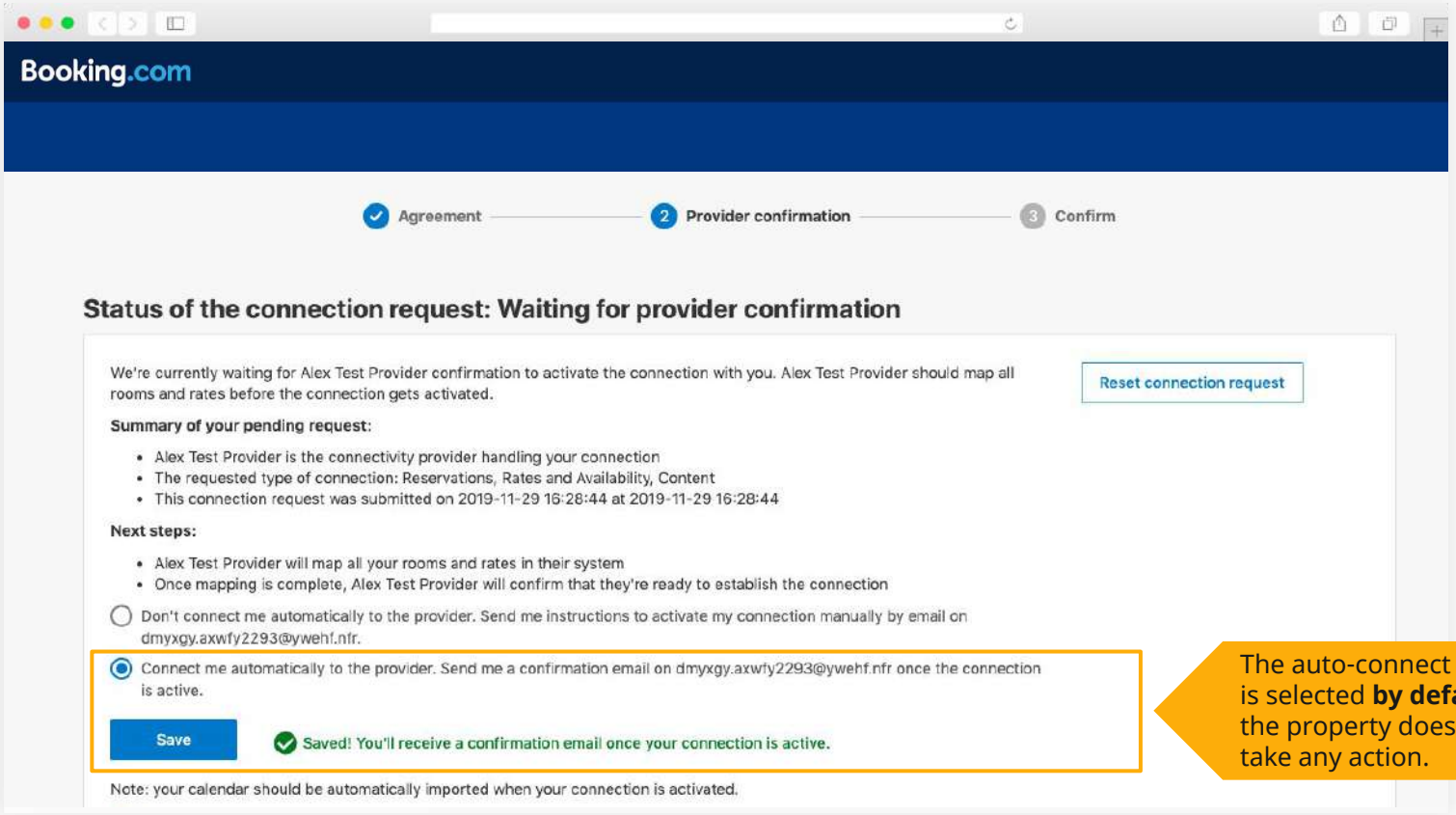
Complete and accept the XML Service Agreement



Property action: extranet

Choose to automatically connect and click ‘Save’

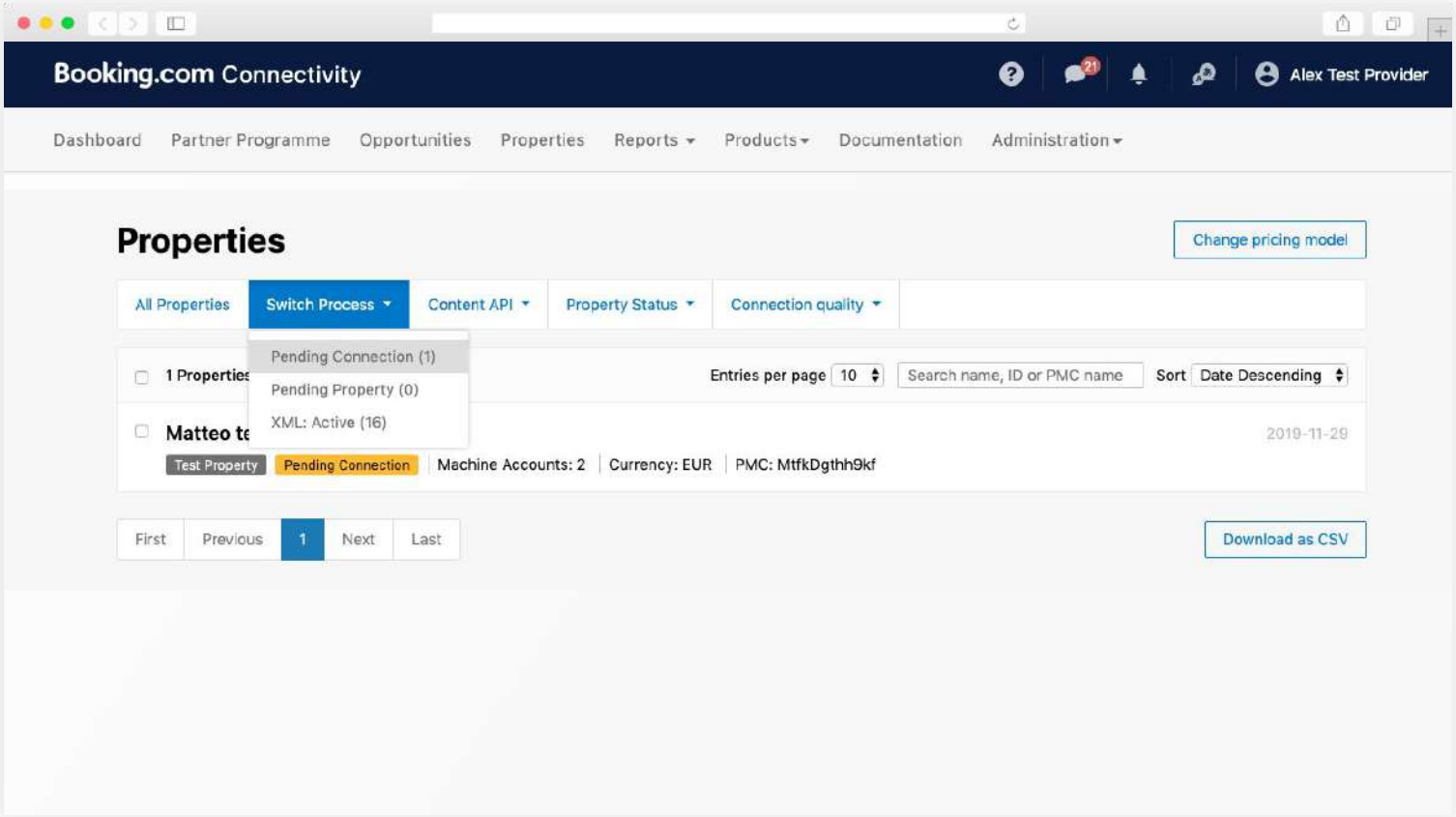
Wait for the new provider to confirm the connection.
The new provider can now perform mapping and configuration activities.



The auto-connect option is selected **by default** if the property does not take any action.

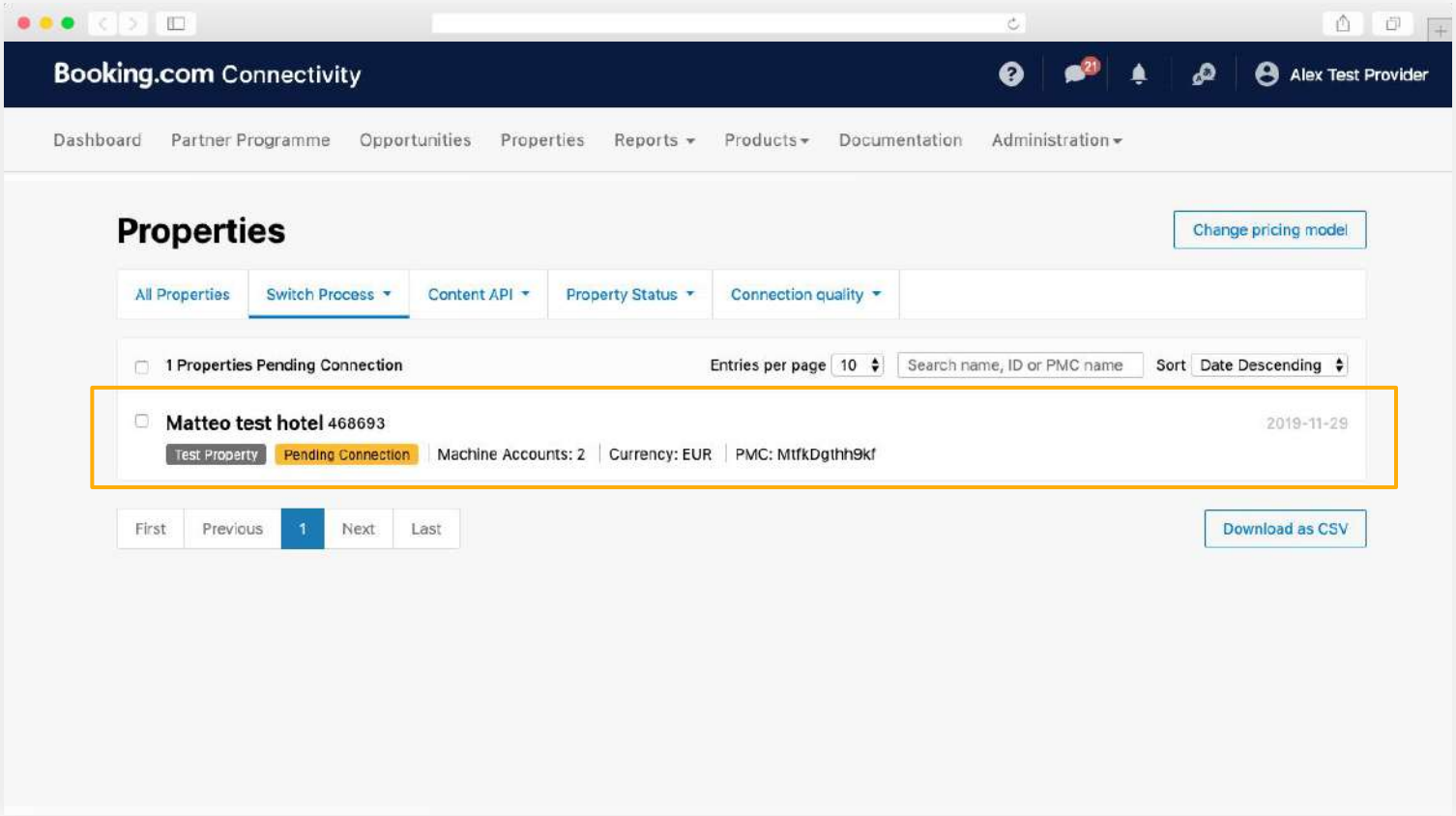
Provider action: portal

On the provider portal
Go to ‘Switch Process’ and select ‘Pending Connection’



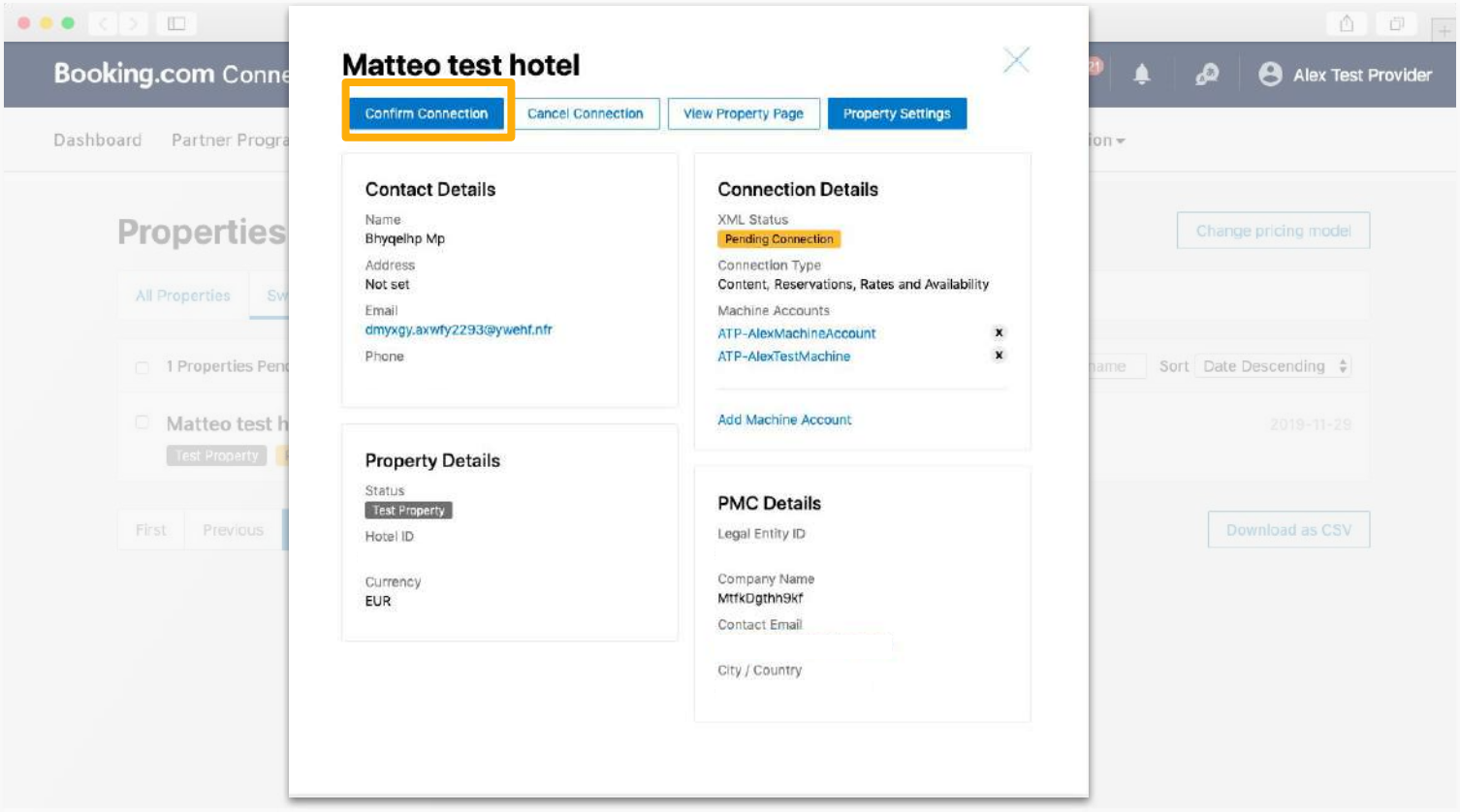
Provider action: portal

Click on the property that you want to confirm (after you have done mapping and configuration)



Provider action: portal

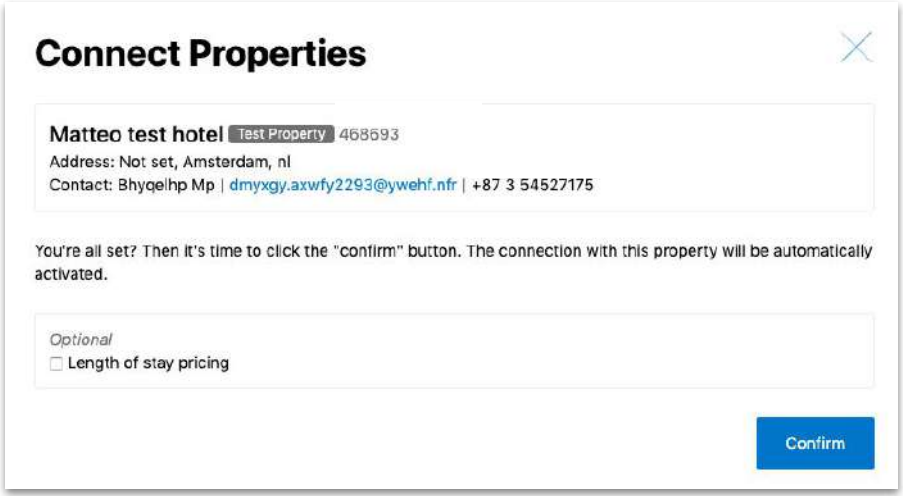
A pop-up of the property information appears. When you are ready, click on ‘Confirm Connection’



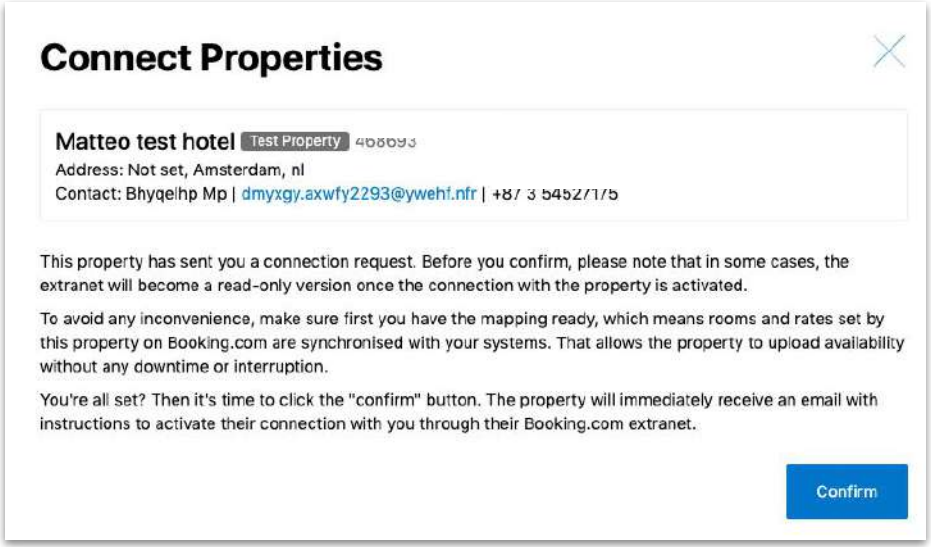
Provider action: portal

Another message appears to inform you if the property has selected to auto-connect or not. Click on ‘Confirm’.

(Default)
Property Auto-Connect Selected



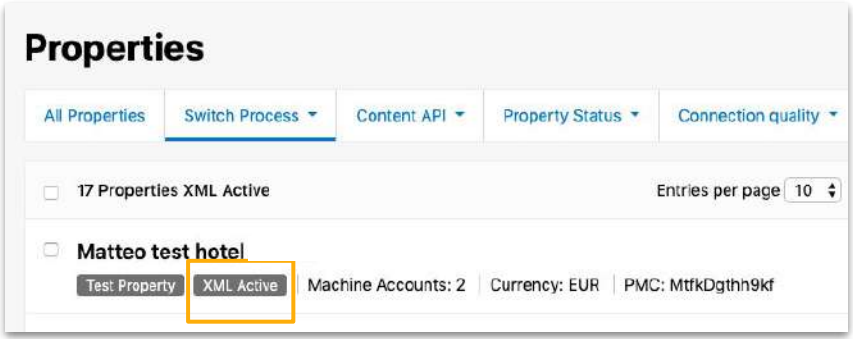
Property Auto-Connect NOT Selected



Provider action: portal

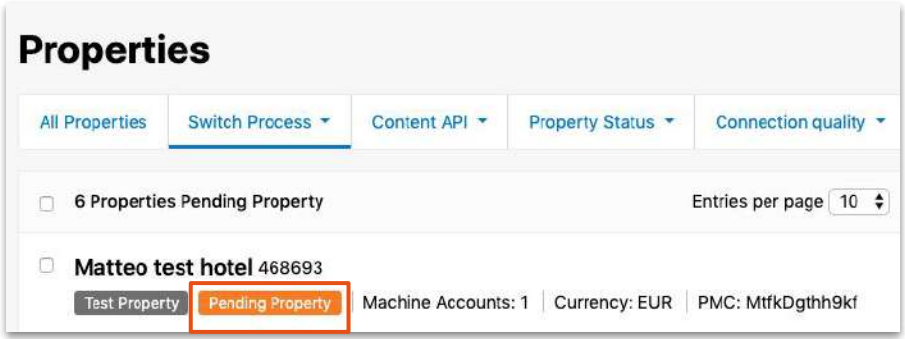
The property's connection status is updated on the portal.

(Default)
Property Auto-Connect Selected



Property automatically connects to the new provider

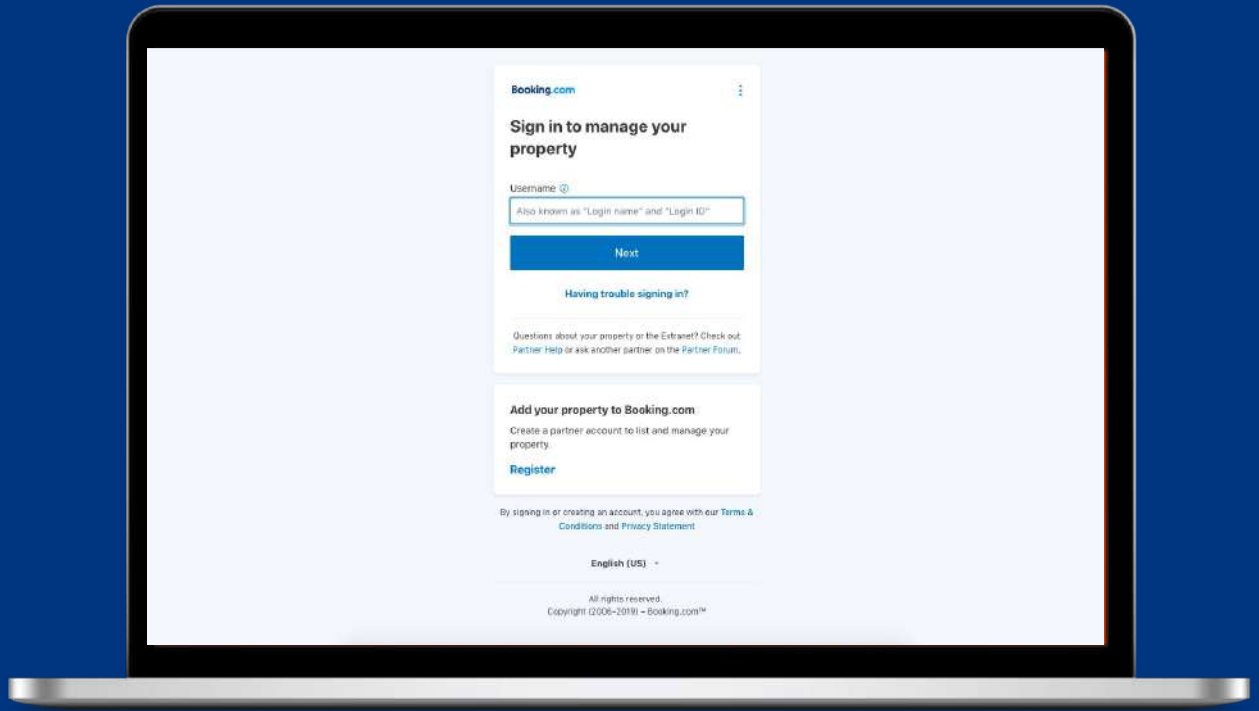
Property Auto-Connect NOT Selected



Property still needs to confirm via email link or the extranet before the connection becomes active

Quick Connect
for properties

Phase 1:
Auto-Connect Option
Onboarding Guide



Booking.com Connectivity

Partners get connected to a provider through a five-step process on the extranet

1

Select Provider

Property searches for a provider.

2

XML Agreement

Property fills in contact details and signs service agreement.

3

Provider Confirmation

Provider conducts mapping and configuration. Confirms readiness.

4

Property Confirmation

Property approves the connection.

5

XML Active

Property is connected.

With Quick Connect we are cutting out the extra steps.

1 Select Provider

2 XML Agreement

3 Provider Confirmation

Skip this Step!

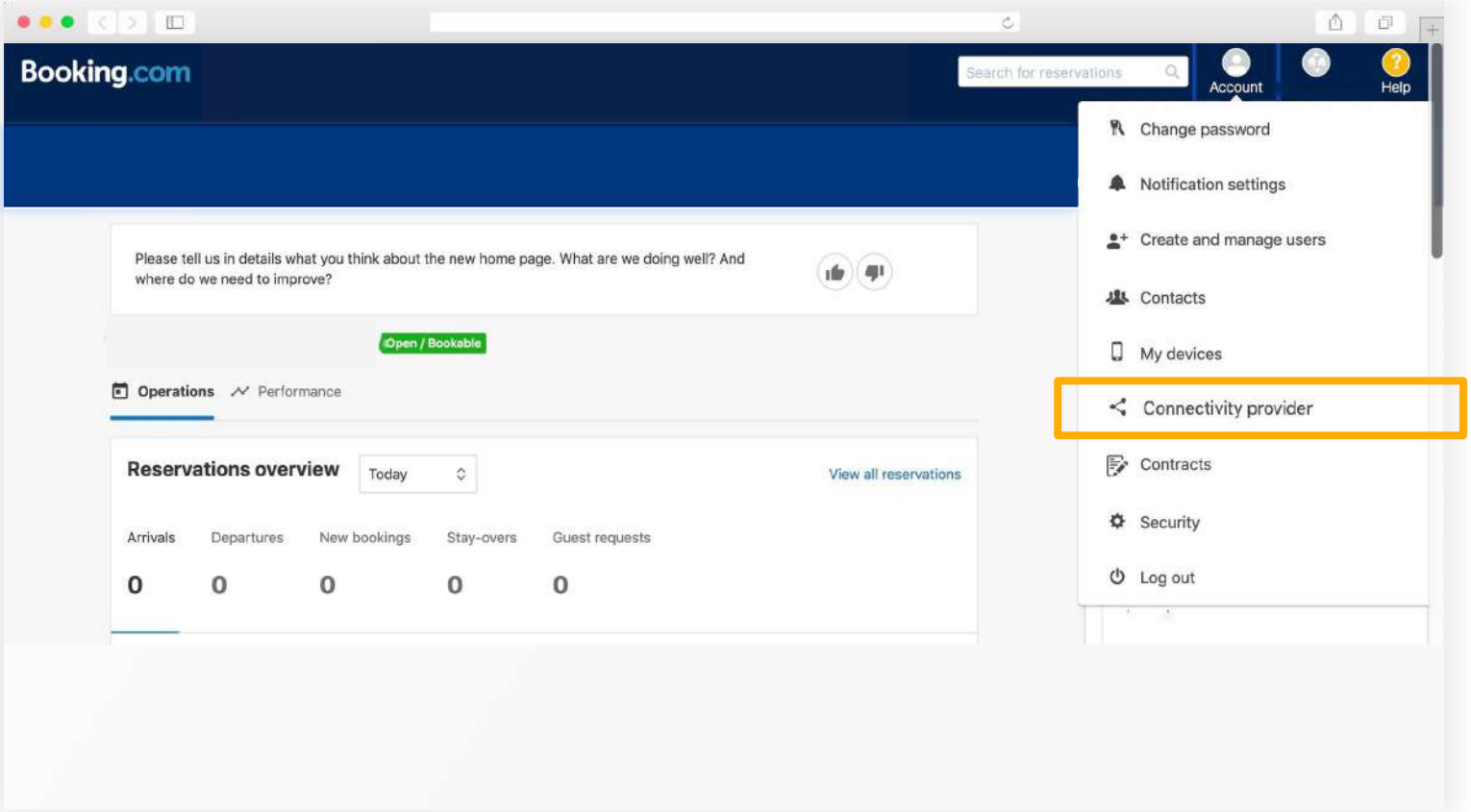
5 XML Active

Property Auto-Connect Option

Properties can choose to **automatically activate** the connection after provider confirmation.

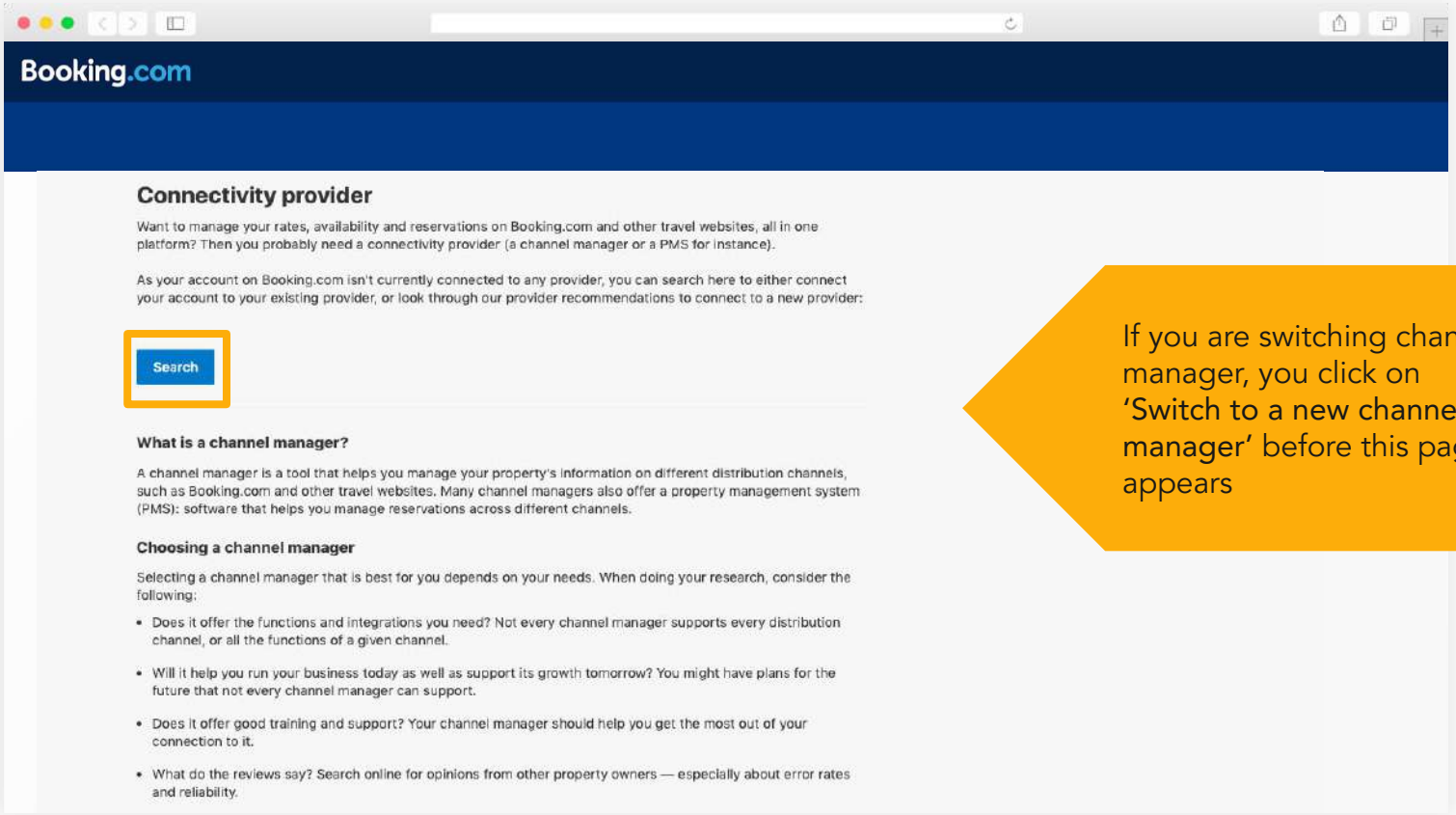
Guide for Properties

Log on to the extranet.
Under ‘Account’ click on ‘Connectivity provider’



Guide for Properties

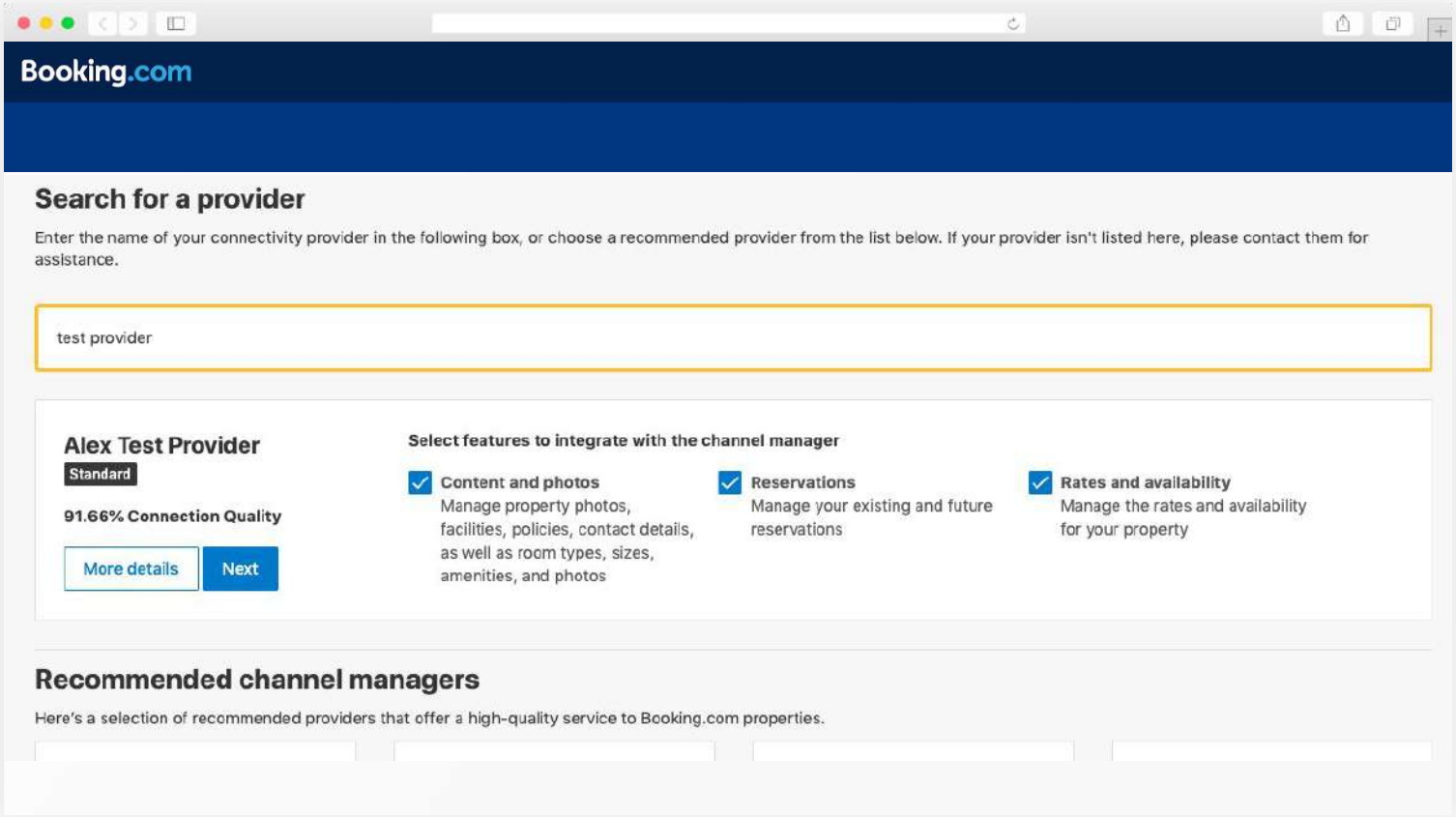
Click on ‘Search’ to start looking for a new channel manager.



If you are switching channel manager, you click on ‘Switch to a new channel manager’ before this page appears

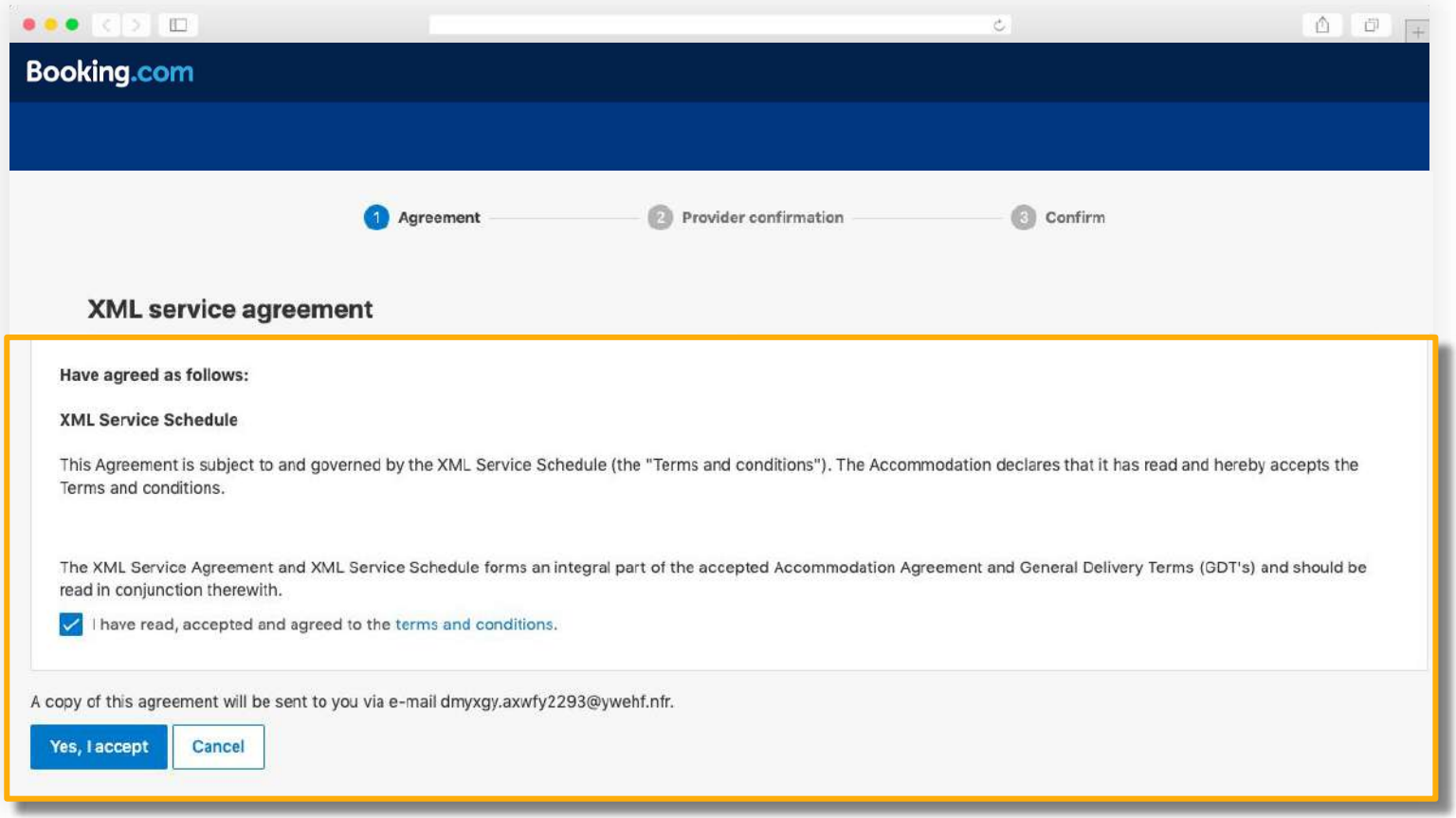
Guide for Properties

Search and select a new channel manager, and click on ‘Next’

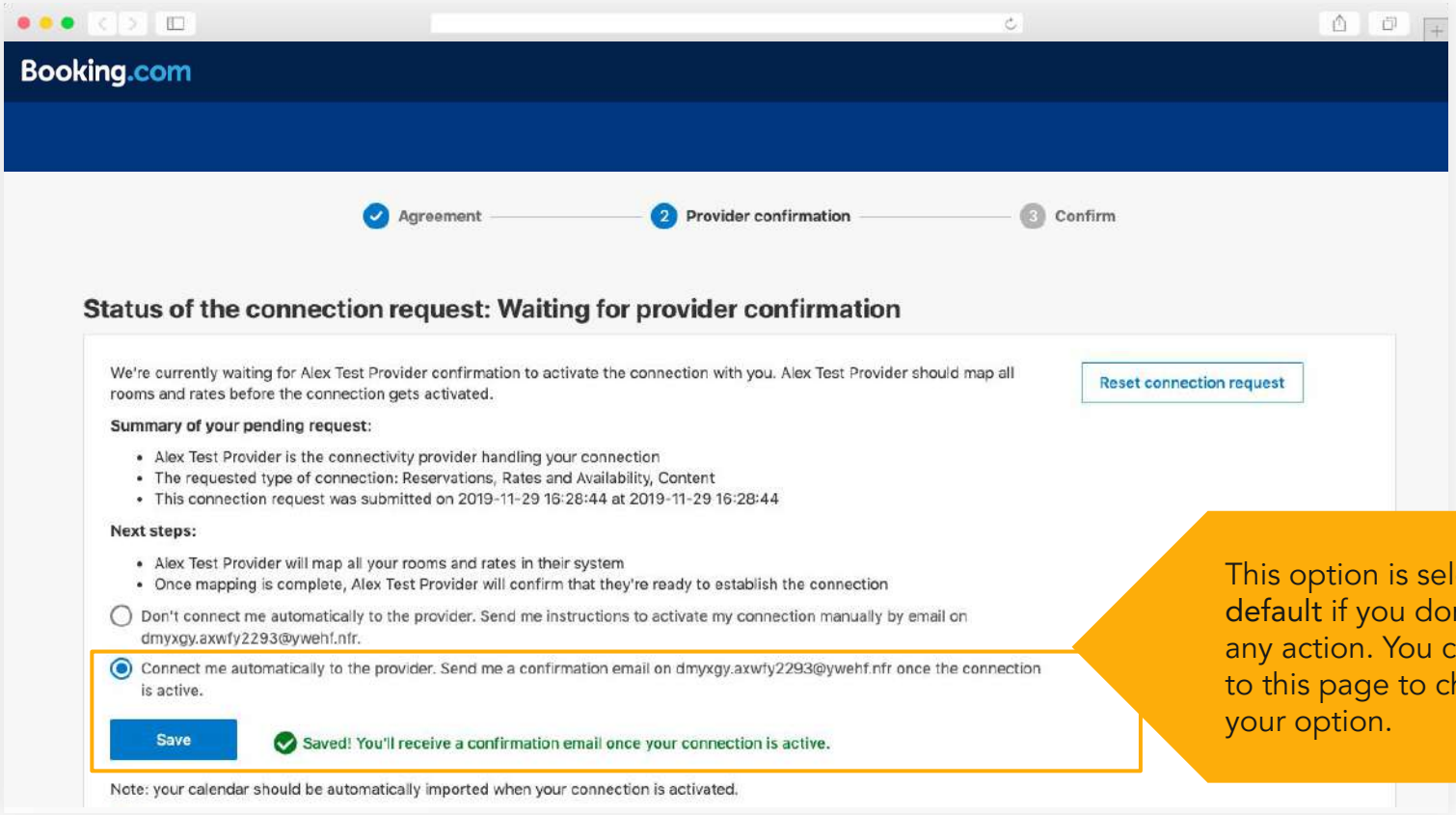


Guide for Properties

Complete and accept the XML Service Agreement.

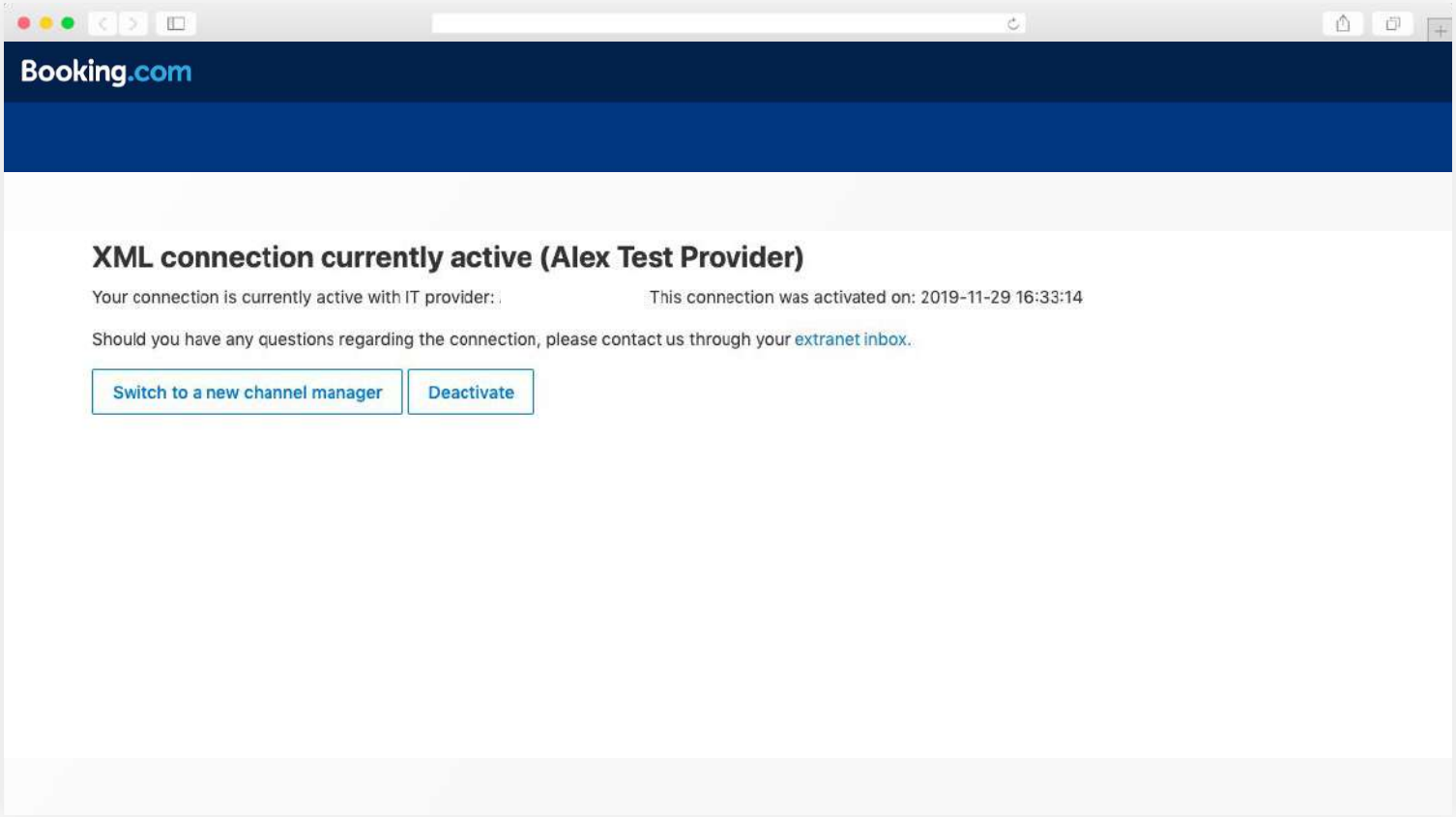


Choose to automatically connect to the provider.
Wait for the new provider to confirm the connection.
The new provider can now perform mapping and configuration activities.



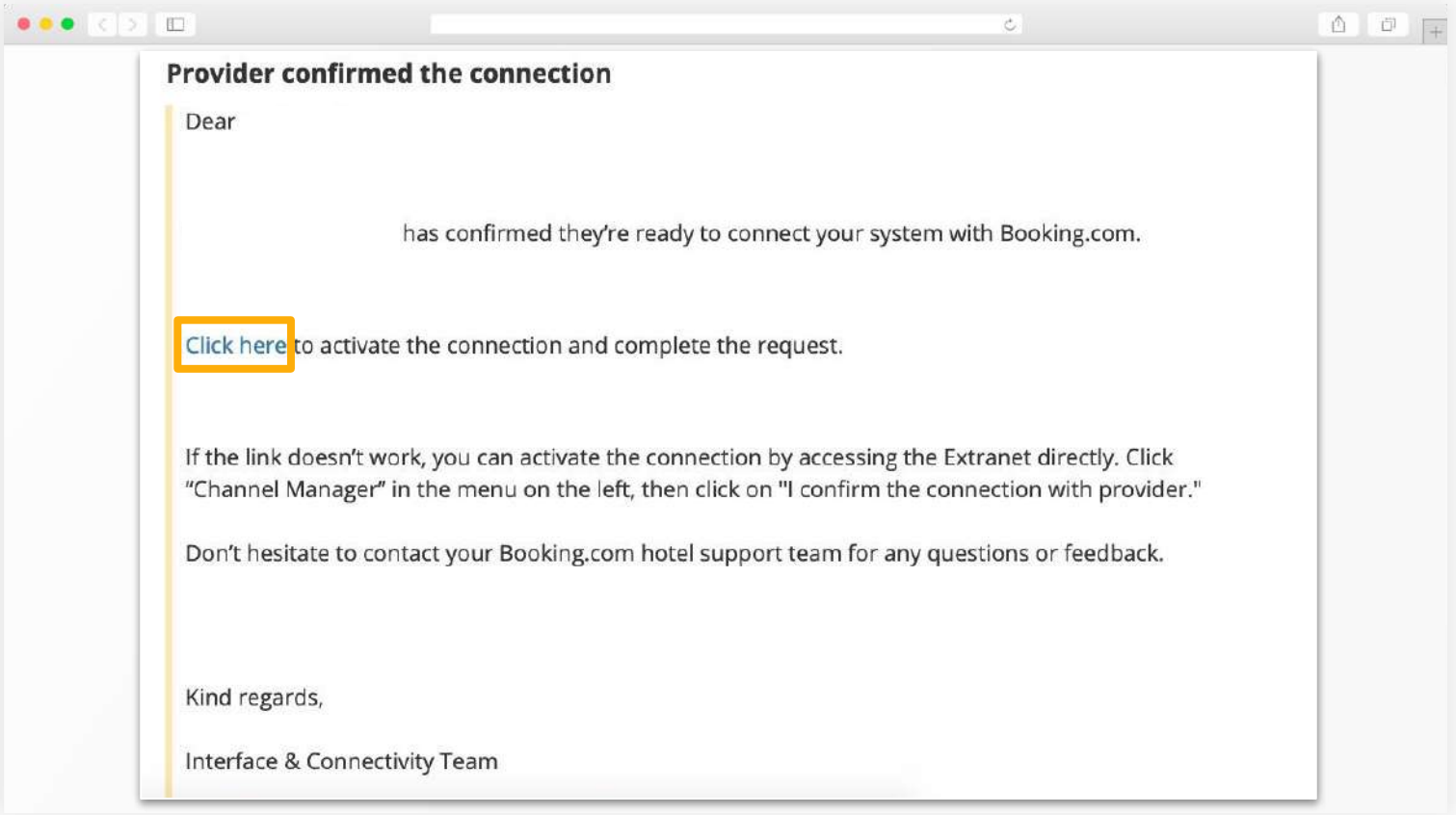
This option is selected by default if you don't take any action. You can return to this page to change your option.

Once the channel manager confirms, your new connection automatically becomes live!
IMPORTANT: Please work with your new provider to refresh your rates and availability.



Auto-Connect not selected

If you chose ‘Don’t connect me automatically with the provider’ you must activate the connection via the email link you received.



Provider confirmed the connection

Dear

has confirmed they’re ready to connect your system with Booking.com.

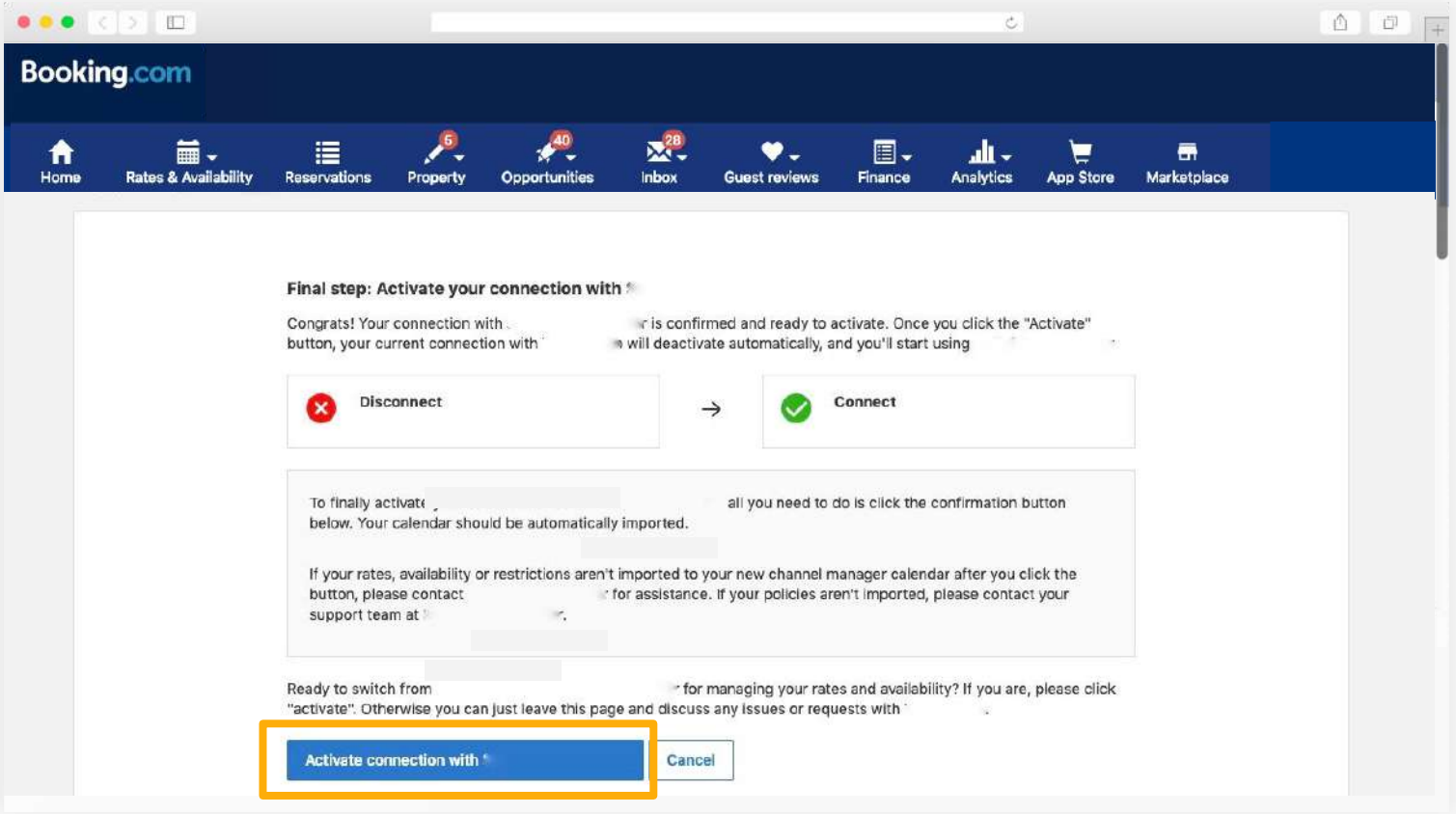
Click here to activate the connection and complete the request.

If the link doesn’t work, you can activate the connection by accessing the Extranet directly. Click “Channel Manager” in the menu on the left, then click on "I confirm the connection with provider."

Don’t hesitate to contact your Booking.com hotel support team for any questions or feedback.

Kind regards,

Interface & Connectivity Team

Auto-Connect not selected

Problems with your email link?
On the ‘Channel manager’ page, click on ‘Activate connection with…’