Booking.com

Booking.com Certification Process

In order to get certified with Booking.com to use the Hotel-XML interface, the (IT) Provider has to go through several testings. During these checks the programming of the Provider will be tested to see if the requirements set by booking.com are met on the provider's side.

The Booking.com interface consists of a 2-way interface where the Provider:

- Uploads Rates & Availability, into the Booking.com database
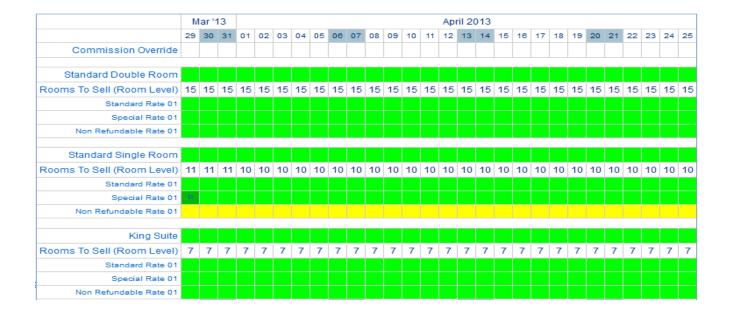- Downloads Reservations, Modifications and Cancellations, from the Booking.com database

STEP 1:
1 Year Upload of Rates & Availability
On the test hotel, the Provider is requested to upload at least 365 days of data. After the upload is done, Booking.com will verify the uploaded information.

Key aspects we will pay major attention:

- Handling the Single Use Rate feature.
- Multiple Rate feature handled according to Booking.com setting (different allocation of rooms to sell per room-rate category) like showed below in the screen shot.
- Handling 'Closed on Arrival', 'Closed on Departure' and 'Min Stay' for specific dates

Booking.com will monitor how long does it take for the provider to process the requested actions.

	Mar '13			April 2013																								
	29	30	31	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Commission Override																												
Standard Double Room																												
Rooms To Sell (Room Level)	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15
Standard Rate 01																												
Special Rate 01																												
Non Refundable Rate 01																												
Standard Single Room																												
Rooms To Sell (Room Level)	11	11	11	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Standard Rate 01																												
Special Rate 01	R																											
Non Refundable Rate 01																												
King Suite																												
Rooms To Sell (Room Level)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
Standard Rate 01																												
Special Rate 01																												
Non Refundable Rate 01																												

STEP 2:
One Month Changes
After that the uploaded information is verified, the Provider is requested to amend (independent from each other and upon request of Booking.com):

- 1 full month of availability
- 1 full month of rates
- Several days with restrictions (according to those supported by the provider)

Checks will be done based on screenshots provided by the Provider and accordingly to what has been uploaded into Booking.com's database. These screenshots need to be sent by the provider upon request of the Booking.com employee.

Key aspects we will pay major attention:

- Accuracy in modified dates: We will request the Provider to change 'rooms to sell', 'room rates' or 'restriction' between specific dates. It will be monitored the accuracy in modifying data within the requested dates.
- Set up of 'closed' v/s 'closed on arrival': The IT Provider will need to be able to handle both features. The usages of them are distinct.
- Set up of 'Closed' v/s 'Zero Availability': The IT Provider will need to set them according to the respective request. The utility and impact of them are completely different for Bookihg.com and for the hotel performance.
- Remove of Single Use Rate (or set same than Room Rate)
- Remove of restrictions for specific dates

STEP 3:
Download of Reservations, Modifications and Cancellations
Based on the initial upload done by the Provider of Rates & Availability, Booking.com will make several reservations on the test-hotel:

a. 1 reservation for 1 night for 1 room
b. 1 reservation for 1 night for multiple rooms
c. 1 reservation for multiple nights for multiple rooms

The Provider will need to retrieve the above reservations and will have to correctly capture in detail all data transmitted by Booking.com, i.e. booker details, credit card details and booking details. Note that modifications in any of these data will be tested (guest name, number of guests, smoking preferences per room; prices per specific days, length of stay, room type, and booker details, among others).
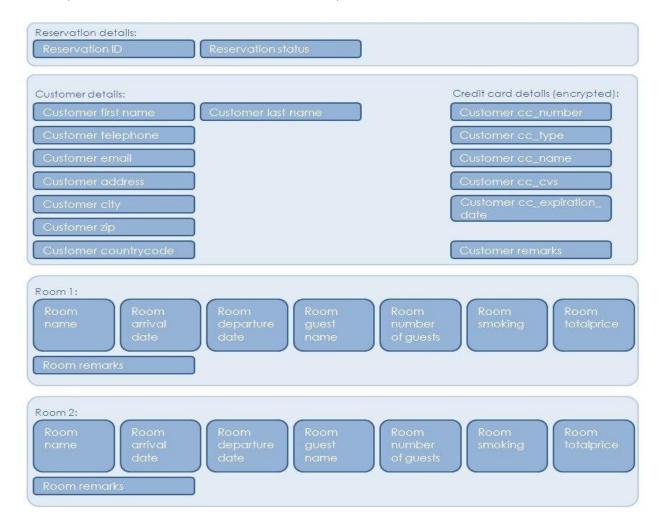
The Provider will need to send us screen shots, for each reservation/modification done, showing how data is treated on their side. It has to include all details sent via XML in order to be approved. Missing data will be requested to be included; data incorrectly handled will need to be amended in order to satisfactory comply with the Booking.com requirements.

Key aspects we will pay major attention:

- Credit Card details have to be re-transmitted to the hotel in a secure mean by the IT Provider.

See here below, graphically, on which data we are going to check. Please, find in the XML Specifications a complete description of data that could be sent to the IT provider.

Reservation details:
- Reservation ID
- Reservation status

Customer details:
- Customer first name
- Customer last name
- Customer telephone
- Customer email
- Customer address
- Customer city
- Customer zip
- Customer countrycode

Credit card details (encrypted):
- Customer cc_number
- Customer cc_type
- Customer cc_name
- Customer cc_cvs
- Customer cc_expiration_date
- Customer remarks

Room 1:
- Room name
- Room arrival date
- Room departure date
- Room guest name
- Room number of guests
- Room smoking
- Room totalprice
- Room remarks

Room 2:
- Room name
- Room arrival date
- Room departure date
- Room guest name
- Room number of guests
- Room smoking
- Room totalprice
- Room remarks

STEP 4:
Each reservation will be amended

The modification will include:

a. Adding one room (different period of staying) to a reservation
b. Extend/shorten length of staying to all reservations
c. Cancel one room/the whole reservation

Note that along with the modifications that the guests can make online (smoking preference, guest name, number of guests, cancel a room or cancel the entire booking), changes in length of stay, room types, or rates per day (previous hotel authorization) can be requested by the guest via email or by phone through our Customer Service support. These changes will be tested as mentioned in Step 4.

Reinstated cancellations will be also tested. These will be transmitted as a modification message and will be associated to the original reservation ID. We expect the Provider to be able to re-open the cancelled booking.

If the XML team is satisfied with the results of the last testing mentioned above (always backed up via sending screenshots or other ways of proof) the certification process will be ended.

- The IT Provider software will need to be running on a central server for all connected hotels.

- Once certified, the IT provider will be responsible for all XML related communication. Therefore, all modifications or cancellations associated to reservations made before XML will need to be properly handled by the Provider. It is up to the IT party to define the most convenient procedure for these cases and confirm to Booking.com how to handle those.

- The IT Provider will need to confirm to Booking.com how eventual error messages will be handled. For example, immediate cancellations generated before the original booking is retrieved on the Provider side. You will need to make sure these messages won't be ignored.

- The order of elements you receive with the reservation messages is flexible. Booking.com reserves the right to alter this depending on new developments. Therefore, the IT Provider will need to be able to flexibly incorporate any adjustments in order to avoid discrepancies in the future.

- Please keep in mind that once your client is integrated on XML, changes by hand on the Booking.com Extranet Website will be no longer possible. The hotel will need to exclusively update data via your interface. The IT Provider will need to make sure that its client is informed accordingly.

- Any discrepancy between the hotel updates' request and the upload sent by the IT Provider will need to be clarified by the Provider to the hotel. The hotel will need to constantly review the uploaded data for its conformity.

Good luck and success with your certification!