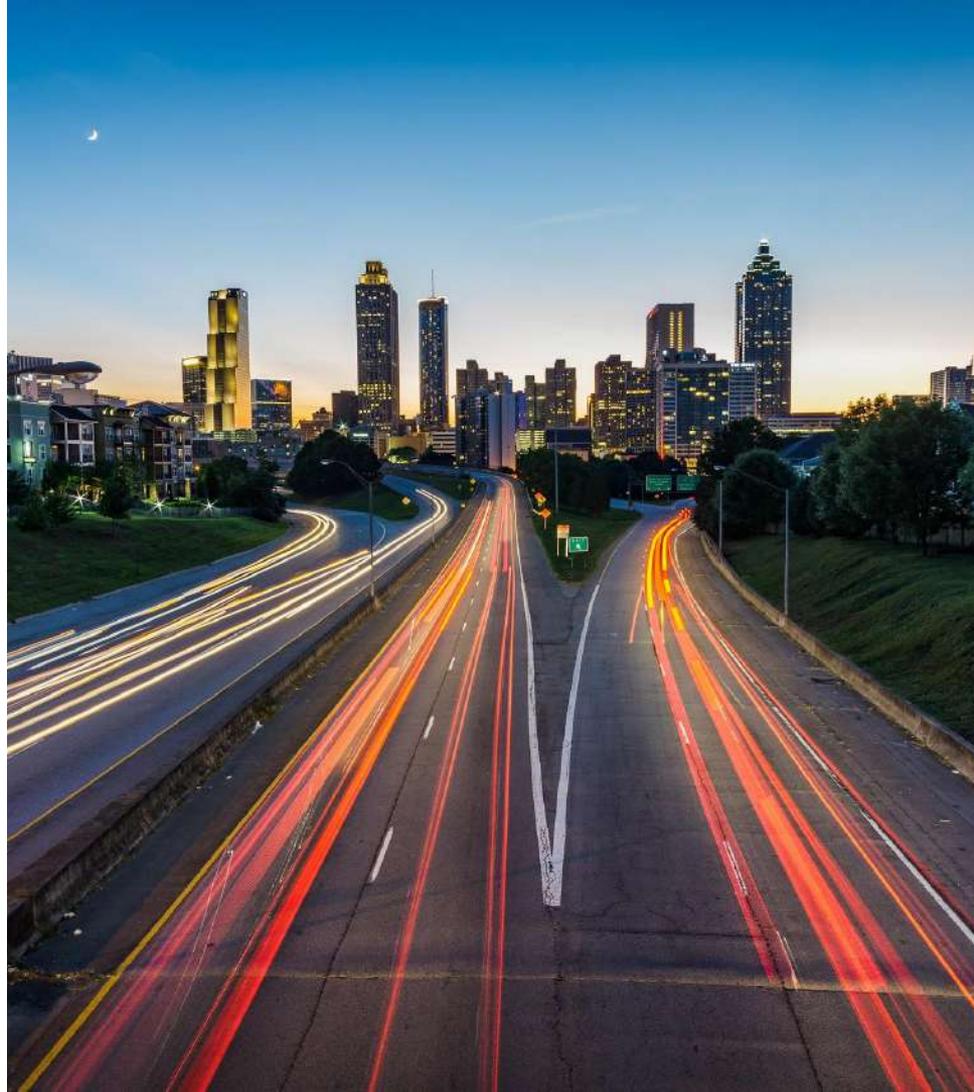


Booking.com Connectivity

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.

1

Select Provider

2

XML Agreement

3

Provider Confirmation

4

Property Confirmation

5

XML Active

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.

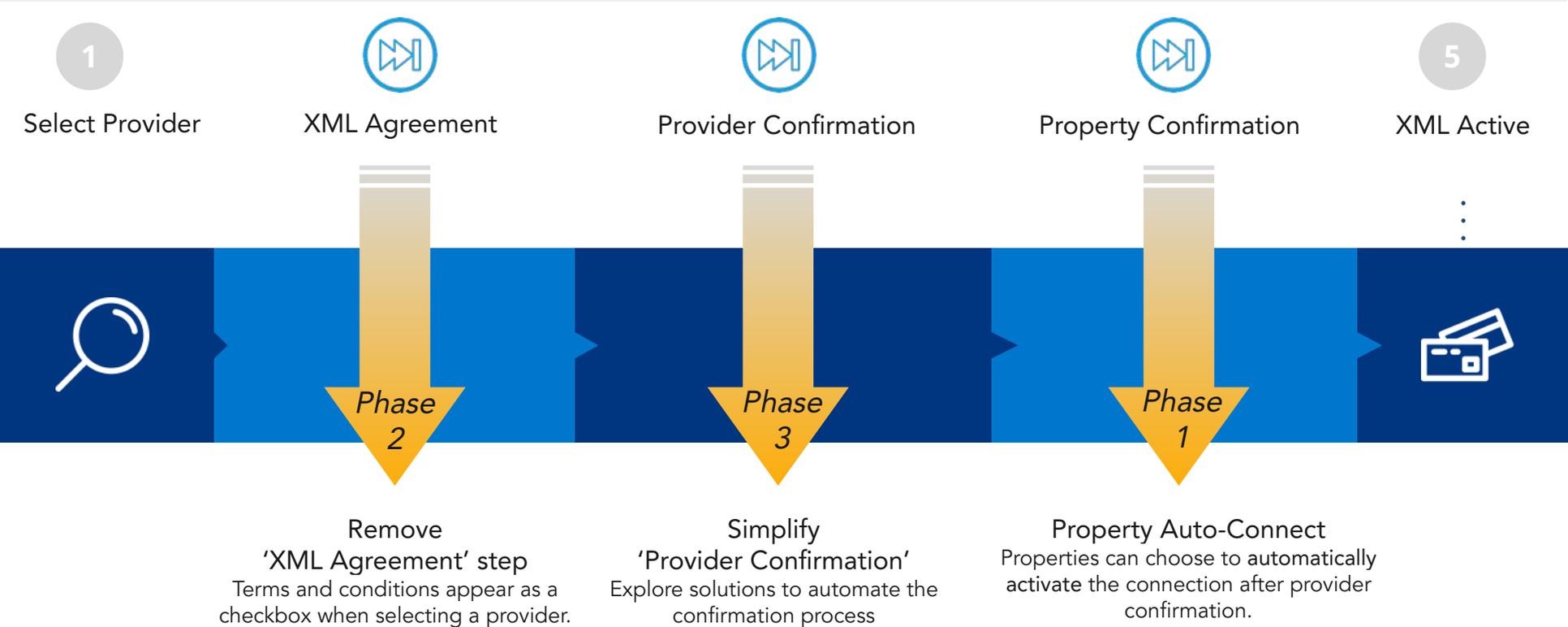
Cut the extra steps. Connect your customers faster.

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



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

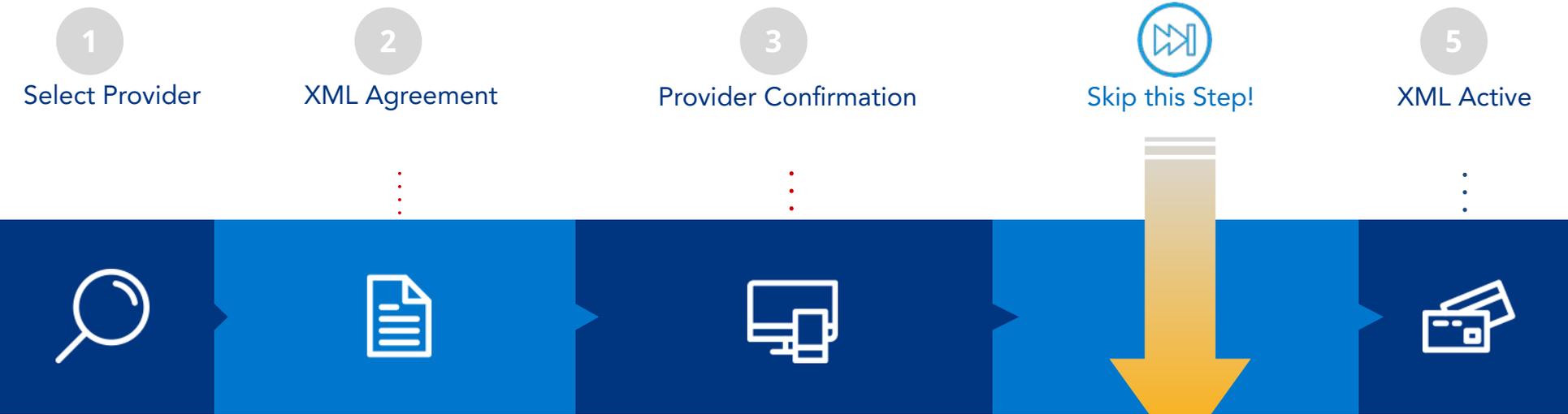
Property Auto-Connect

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.

✓ Agreement — 2 Provider confirmation — 3 Confirm

Status of the connection request: Waiting for provider confirmation

[Redacted]

[Redacted]

[Redacted]

Next steps:

- Sample Provider will map all your rooms and rates in their system
- Once mapping is complete, Sample Provider will confirm that they're ready to establish the connection

Don't connect me automatically to the provider. Send me instructions to activate my connection manually by email on john.doe@mail.com.

Connect me automatically to the provider. Send me a confirmation email on john.doe@mail.com once the connection is active.

[Redacted]

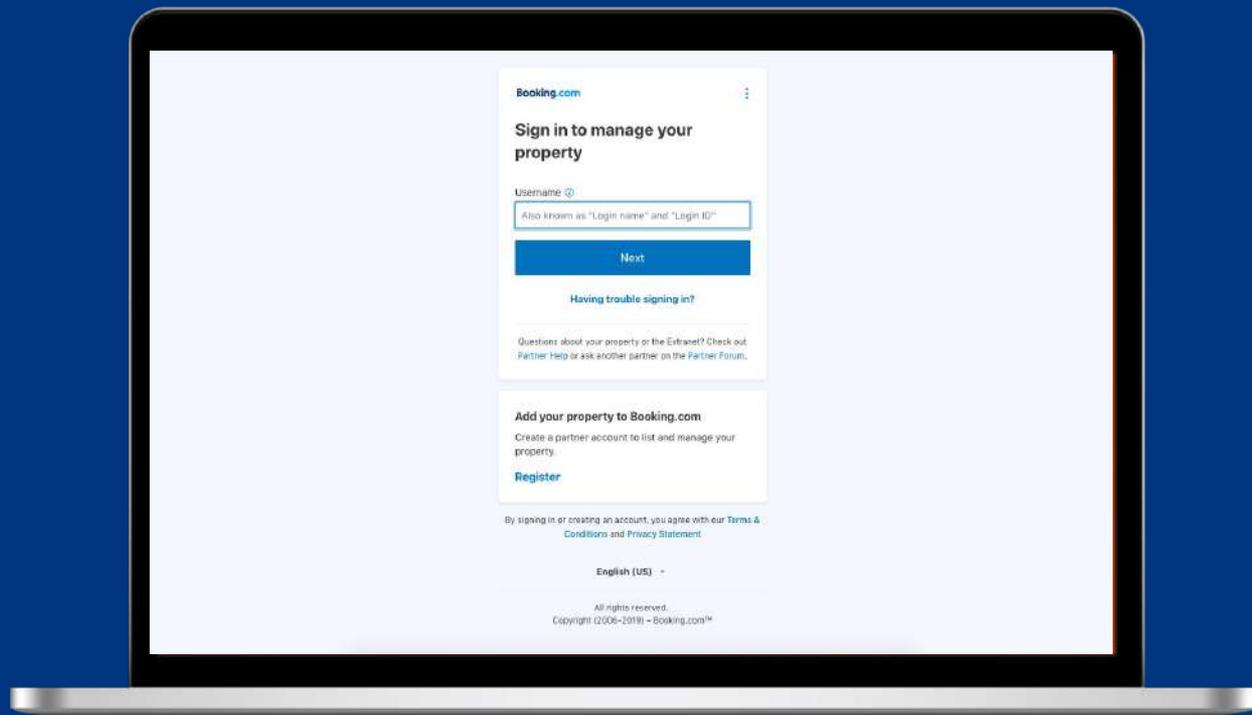
[Redacted]

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



Property action:
extranet

Under 'Account', click on 'Connectivity provider'

The screenshot displays the Booking.com property extranet interface. At the top, the Booking.com logo is on the left, and a search bar for reservations is on the right. The 'Account' menu is open, showing several options. The 'Connectivity provider' option is highlighted with a yellow box. Below the account menu, there is a feedback section with a thumbs up/down icon and a green 'Open / Bookable' button. The main content area is divided into 'Operations' and 'Performance' tabs. The 'Reservations overview' section shows a table with columns for Arrivals, Departures, New bookings, Stay-overs, and Guest requests, all with a value of 0. A 'View all reservations' link is also present.

Booking.com

Search for reservations

Account

Help

- Change password
- Notification settings
- Create and manage users
- Contacts
- My devices
- Connectivity provider**
- Contracts
- Security
- Log out

Please tell us in details what you think about the new home page. What are we doing well? And where do we need to improve?

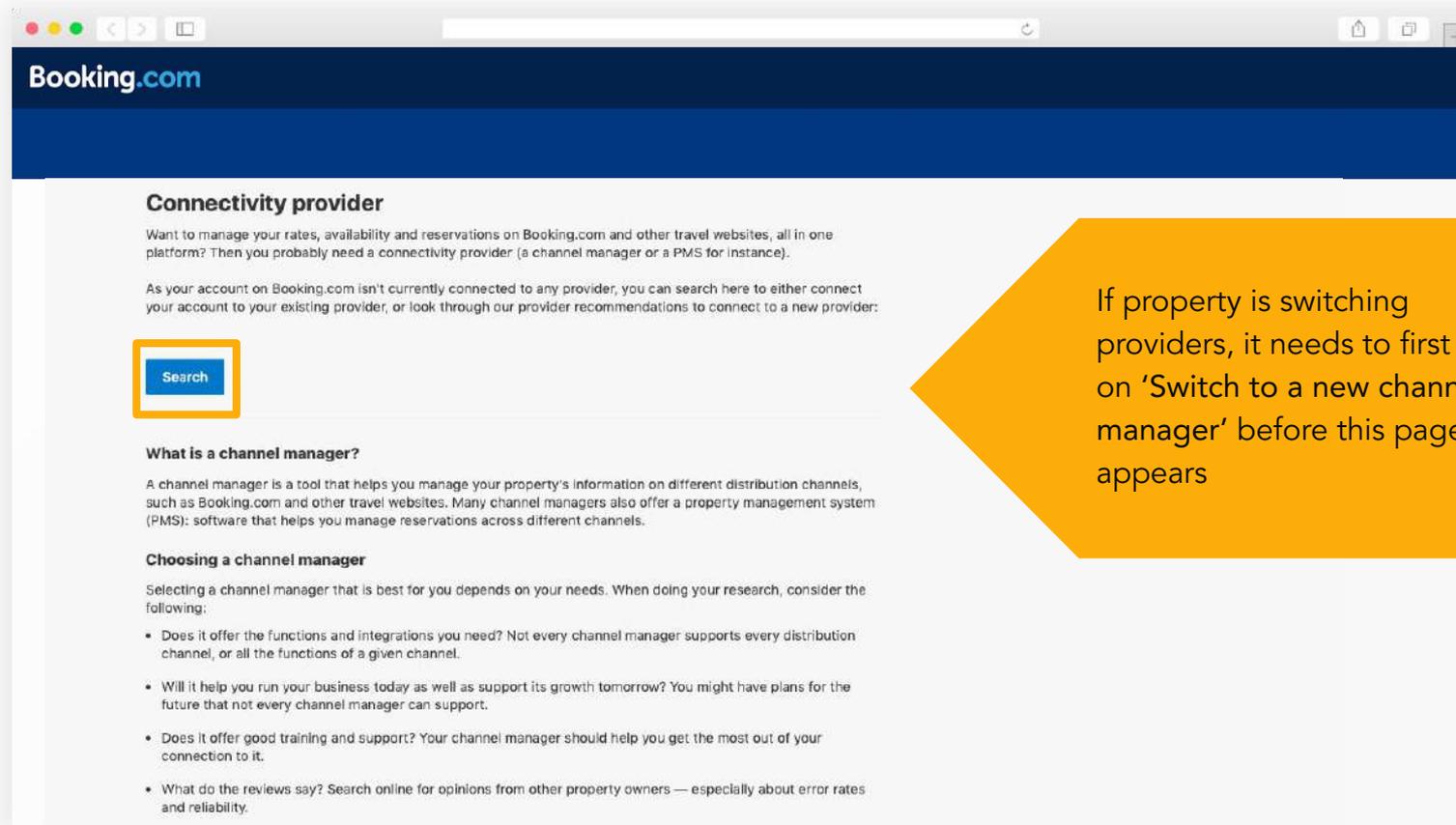
Open / Bookable

Operations Performance

Reservations overview Today View all reservations

| Arrivals | Departures | New bookings | Stay-overs | Guest requests |
|----------|------------|--------------|------------|----------------|
| 0 | 0 | 0 | 0 | 0 |

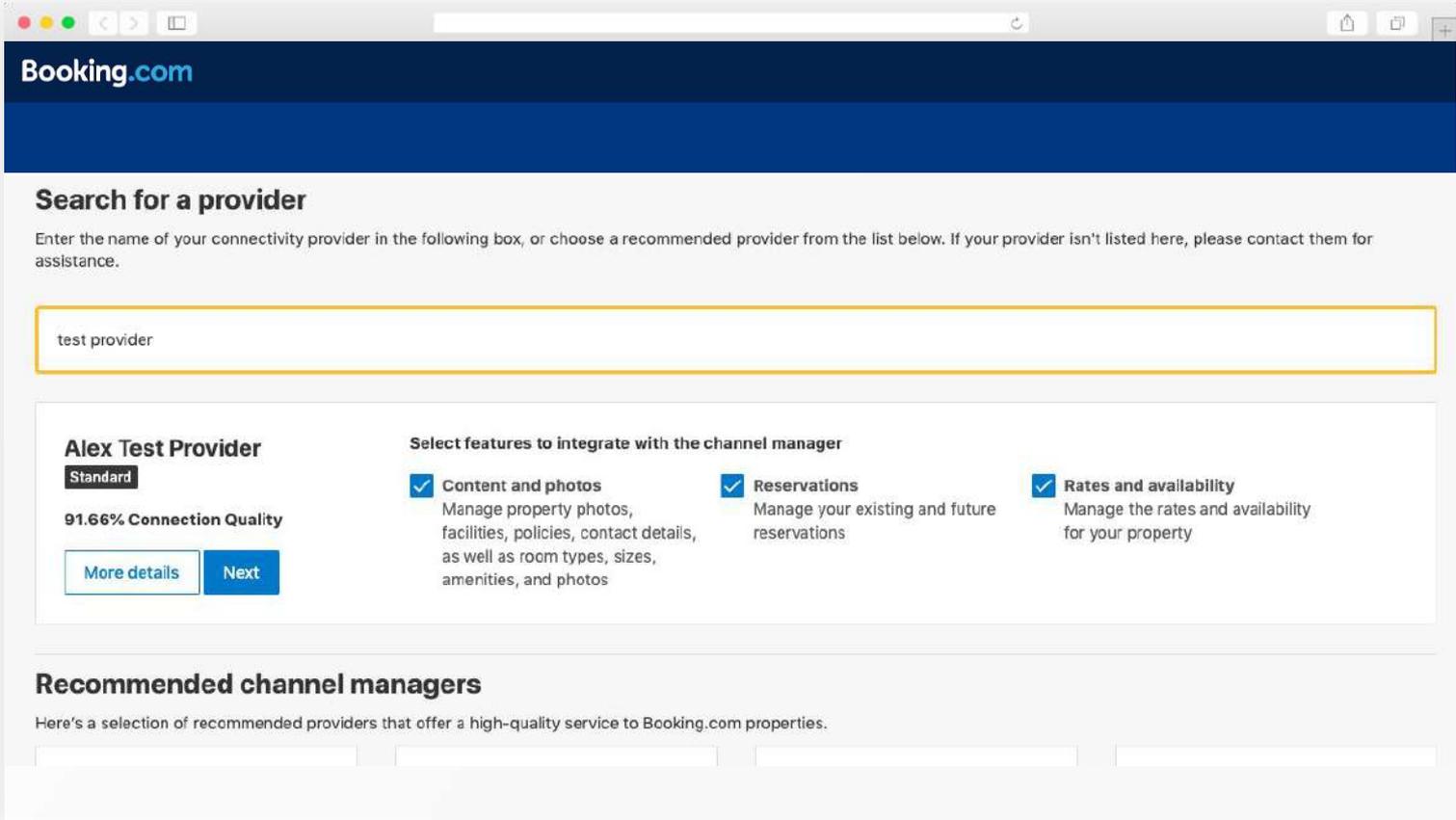
Click on 'Search' to start looking for a new channel manager



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'



Complete and accept the XML Service Agreement

Booking.com

1 Agreement — 2 Provider confirmation — 3 Confirm

XML service agreement

Have agreed as follows:

XML Service Schedule

This Agreement is subject to and governed by the XML Service Schedule (the "Terms and conditions"). The Accommodation declares that it has read and hereby accepts the Terms and conditions.

The XML Service Agreement and XML Service Schedule forms an integral part of the accepted Accommodation Agreement and General Delivery Terms (GDT's) and should be read in conjunction therewith.

I have read, accepted and agreed to the [terms and conditions](#).

A copy of this agreement will be sent to you via e-mail dmyxgy.axwfy2293@ywehf.nfr.

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.

Booking.com

1 Agreement — 2 **Provider confirmation** — 3 Confirm

Status of the connection request: Waiting for provider confirmation

We're currently waiting for Alex Test Provider confirmation to activate the connection with you. Alex Test Provider should map all rooms and rates before the connection gets activated.

[Reset connection request](#)

Summary of your pending request:

- Alex Test Provider is the connectivity provider handling your connection
- The requested type of connection: Reservations, Rates and Availability, Content
- This connection request was submitted on 2019-11-29 16:28:44 at 2019-11-29 16:28:44

Next steps:

- Alex Test Provider will map all your rooms and rates in their system
- Once mapping is complete, Alex Test Provider will confirm that they're ready to establish the connection

Don't connect me automatically to the provider. Send me instructions to activate my connection manually by email on dmyxgy.axwfy2293@ywehf.nfr.

Connect me automatically to the provider. Send me a confirmation email on dmyxgy.axwfy2293@ywehf.nfr once the connection is active.

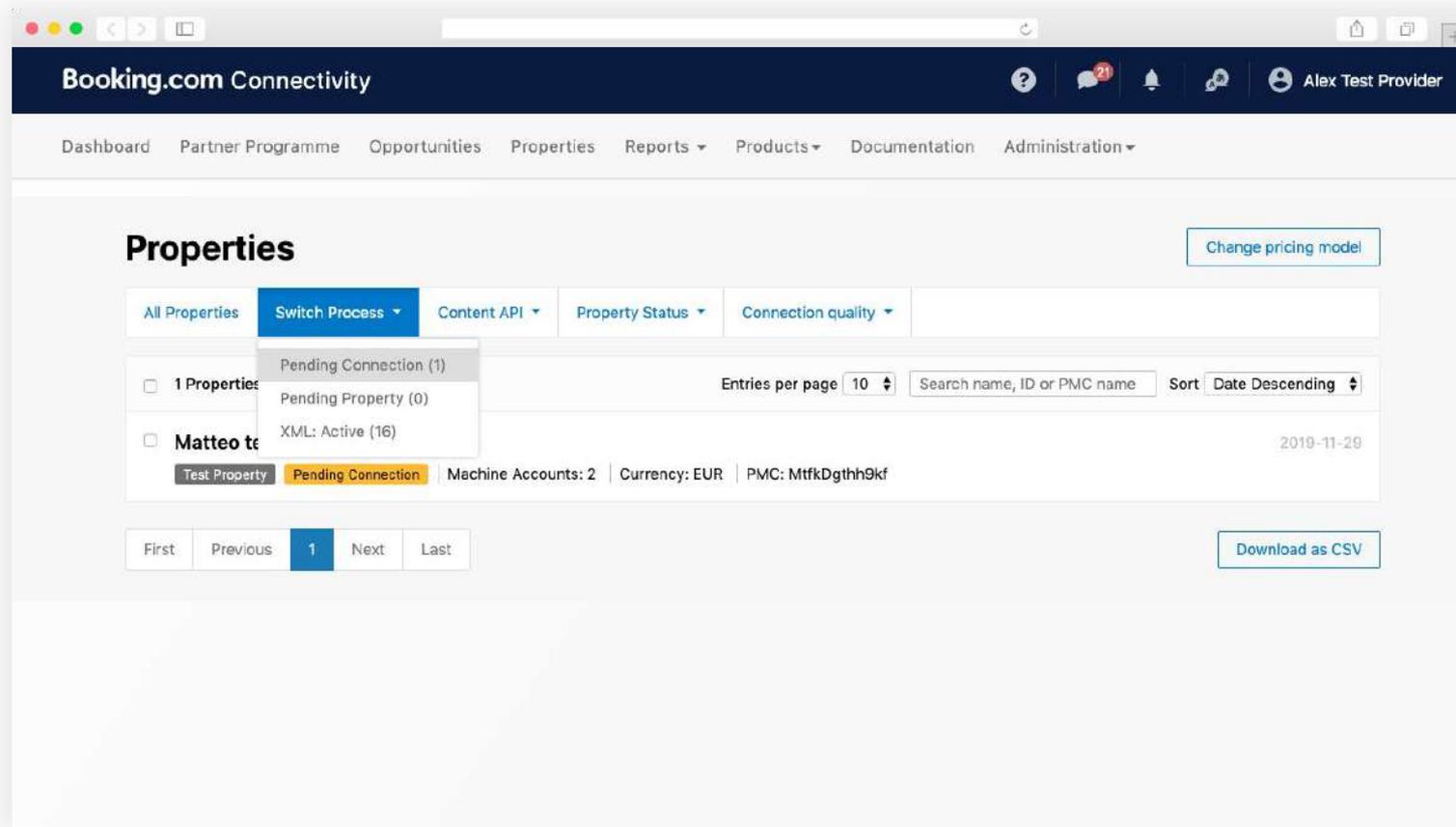
[Save](#) ✔ Saved! You'll receive a confirmation email once your connection is active.

Note: your calendar should be automatically imported when your connection is activated.

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

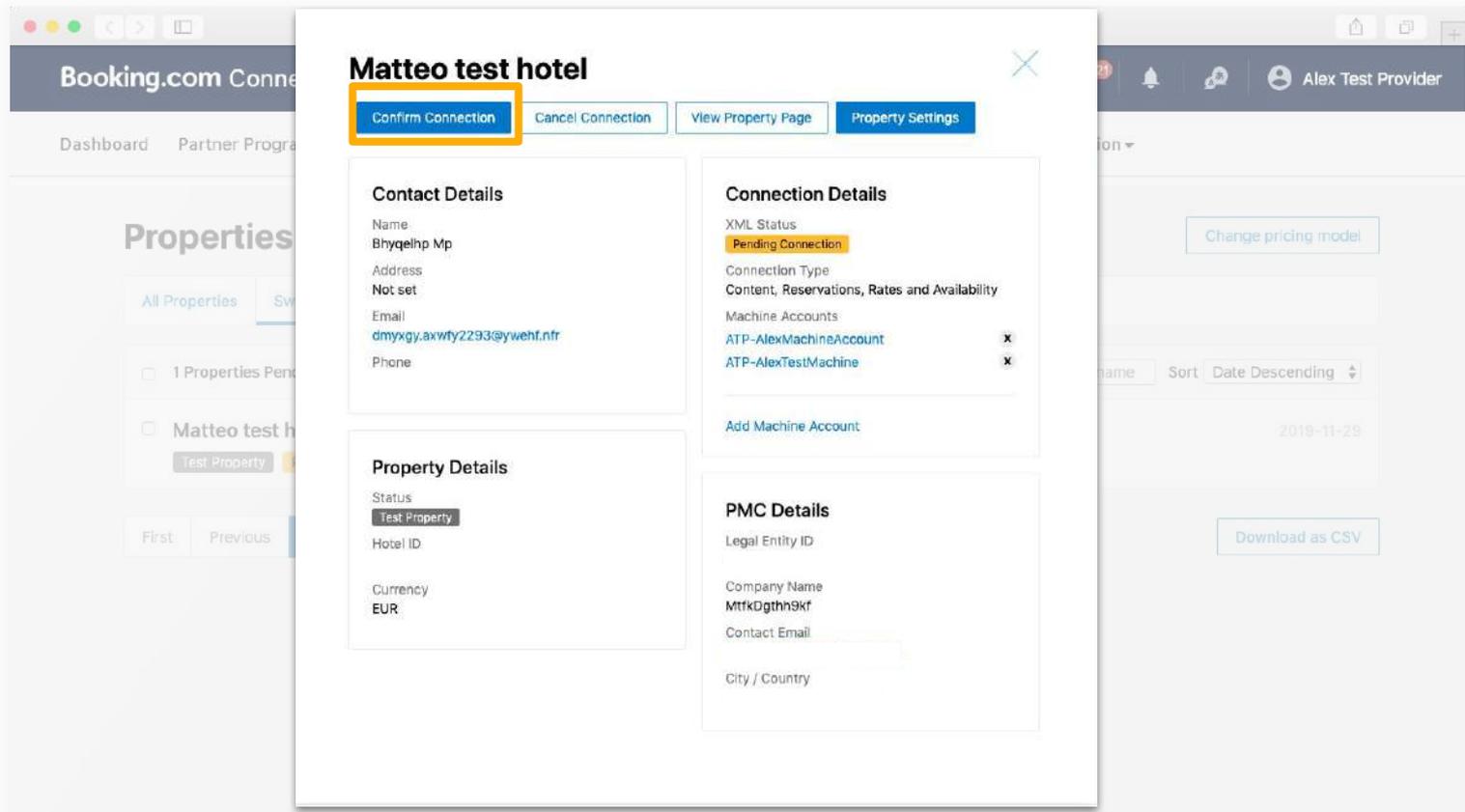
Click on the property that you want to confirm
(after you have done mapping and configuration)

The screenshot shows the Booking.com Connectivity portal interface. At the top, there is a dark blue header with the 'Booking.com Connectivity' logo and user information for 'Alex Test Provider'. Below the header is a navigation menu with options like 'Dashboard', 'Partner Programme', 'Opportunities', 'Properties', 'Reports', 'Products', 'Documentation', and 'Administration'. The main content area is titled 'Properties' and features a 'Change pricing model' button. There are several filter tabs: 'All Properties', 'Switch Process', 'Content API', 'Property Status', and 'Connection quality'. A summary bar indicates '1 Properties Pending Connection'. Below this, there is a search bar and sorting options. The main table lists one property: 'Matteo test hotel 468693', which is highlighted with an orange border. The property details include 'Test Property', 'Pending Connection', 'Machine Accounts: 2', 'Currency: EUR', and 'PMC: Mitfkdgthh9kf'. The date '2019-11-29' is also visible. At the bottom, there are pagination controls showing '1' of 1 page and a 'Download as CSV' button.

| Property Name | PMC | Machine Accounts | Currency | Date |
|--------------------------|---------------|------------------|----------|------------|
| Matteo test hotel 468693 | Mitfkdgthh9kf | 2 | EUR | 2019-11-29 |

Provider action:
portal

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



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

(Default)
Property Auto-Connect Selected

Connect Properties

Matteo test hotel Test Property 468693

Address: Not set, Amsterdam, nl

Contact: Bhyqelhp Mp | dmyxgy.axwfy2293@ywehf.nfr | +87 3 54527175

You're all set? Then it's time to click the "confirm" button. The connection with this property will be automatically activated.

Optional

Length of stay pricing

Confirm

Property Auto-Connect **NOT** Selected

Connect Properties

Matteo test hotel Test Property 468693

Address: Not set, Amsterdam, nl

Contact: Bhyqelhp Mp | dmyxgy.axwfy2293@ywehf.nfr | +87 3 54527175

This property has sent you a connection request. Before you confirm, please note that in some cases, the extranet will become a read-only version once the connection with the property is activated.

To avoid any inconvenience, make sure first you have the mapping ready, which means rooms and rates set by this property on Booking.com are synchronised with your systems. That allows the property to upload availability without any downtime or interruption.

You're all set? Then it's time to click the "confirm" button. The property will immediately receive an email with instructions to activate their connection with you through their Booking.com extranet.

Confirm

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

(Default)
Property Auto-Connect Selected

The screenshot shows a 'Properties' management interface. At the top, there are navigation tabs: 'All Properties', 'Switch Process', 'Content API', 'Property Status', and 'Connection quality'. Below the tabs, a summary bar indicates '17 Properties XML Active' and 'Entries per page 10'. A list of properties is shown, with 'Matteo test hotel' selected. Below the property name, there are several status indicators: 'Test: Property', 'XML Active' (highlighted with an orange box), 'Machine Accounts: 2', 'Currency: EUR', and 'PMC: MtfkDgthh9kf'.

Property automatically connects to the new provider

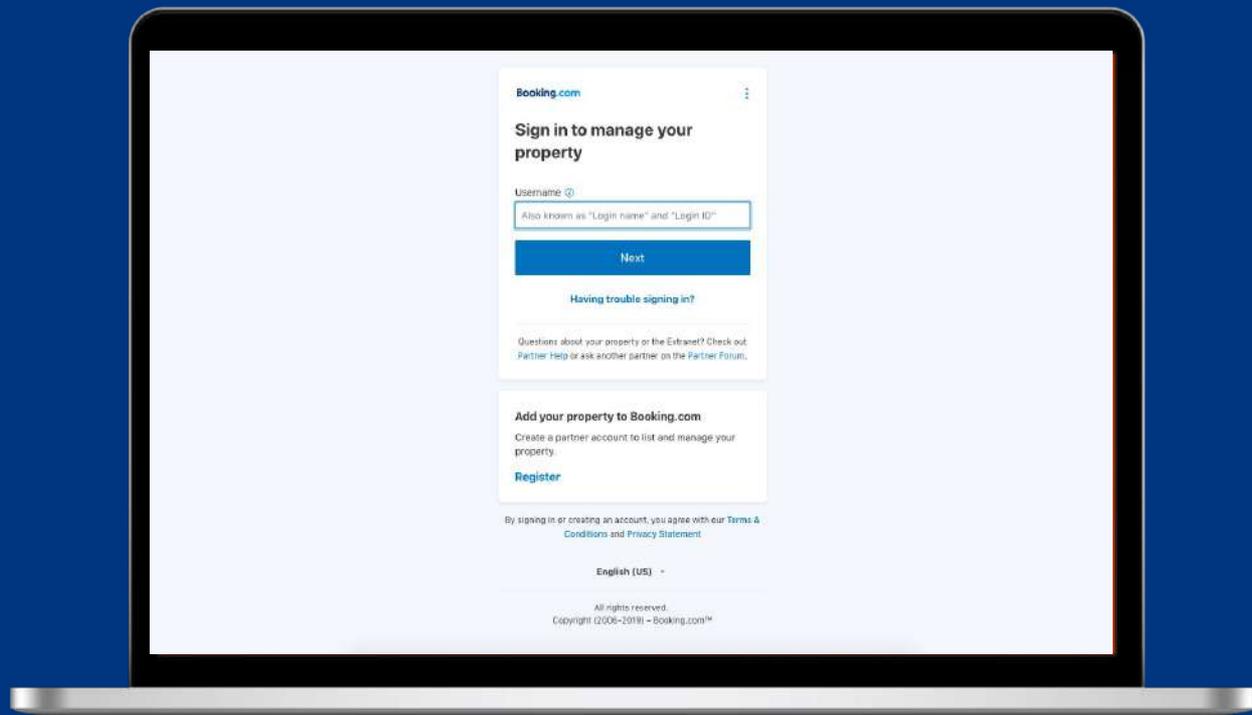
Property Auto-Connect NOT Selected

The screenshot shows the same 'Properties' management interface. The summary bar indicates '6 Properties Pending Property' and 'Entries per page 10'. The property 'Matteo test hotel 468693' is selected. Below the name, the status indicators are: 'Test Property', 'Pending Property' (highlighted with an orange box), 'Machine Accounts: 1', 'Currency: EUR', and 'PMC: MtfkDgthh9kf'.

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



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

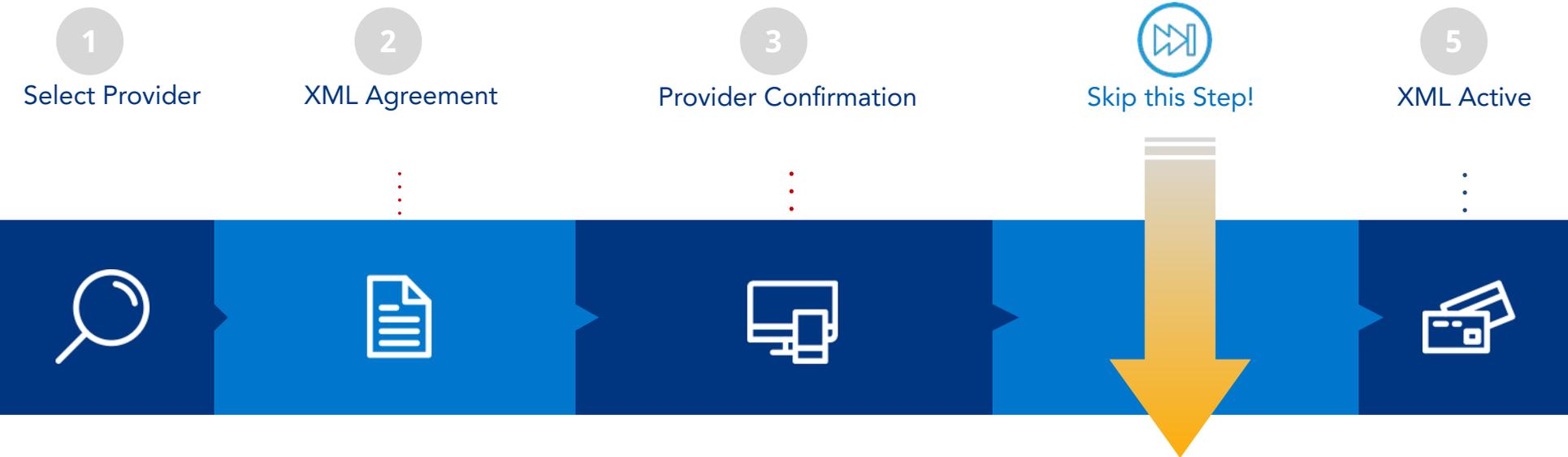
XML Active

Property is connected.

⋮



With Quick Connect we are cutting out the extra steps.



Property Auto-Connect Option

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

Log on to the extranet. Under 'Account' click on 'Connectivity provider'

The screenshot displays the Booking.com extranet interface. At the top left, the Booking.com logo is visible. A search bar for reservations is located in the top right. The 'Account' menu is open, showing several options. The 'Connectivity provider' option is highlighted with a yellow box. Below the account menu, there is a feedback section with a thumbs up/down icon and a green 'Open / Bookable' button. The main content area shows 'Operations' and 'Performance' tabs, with 'Operations' selected. Below this is a 'Reservations overview' section with a date selector set to 'Today' and a 'View all reservations' link. A table below the overview shows five columns: Arrivals, Departures, New bookings, Stay-overs, and Guest requests, each with a large '0' in the center.

Booking.com

Search for reservations

Account

Help

- Change password
- Notification settings
- Create and manage users
- Contacts
- My devices
- Connectivity provider**
- Contracts
- Security
- Log out

Please tell us in details what you think about the new home page. What are we doing well? And where do we need to improve?

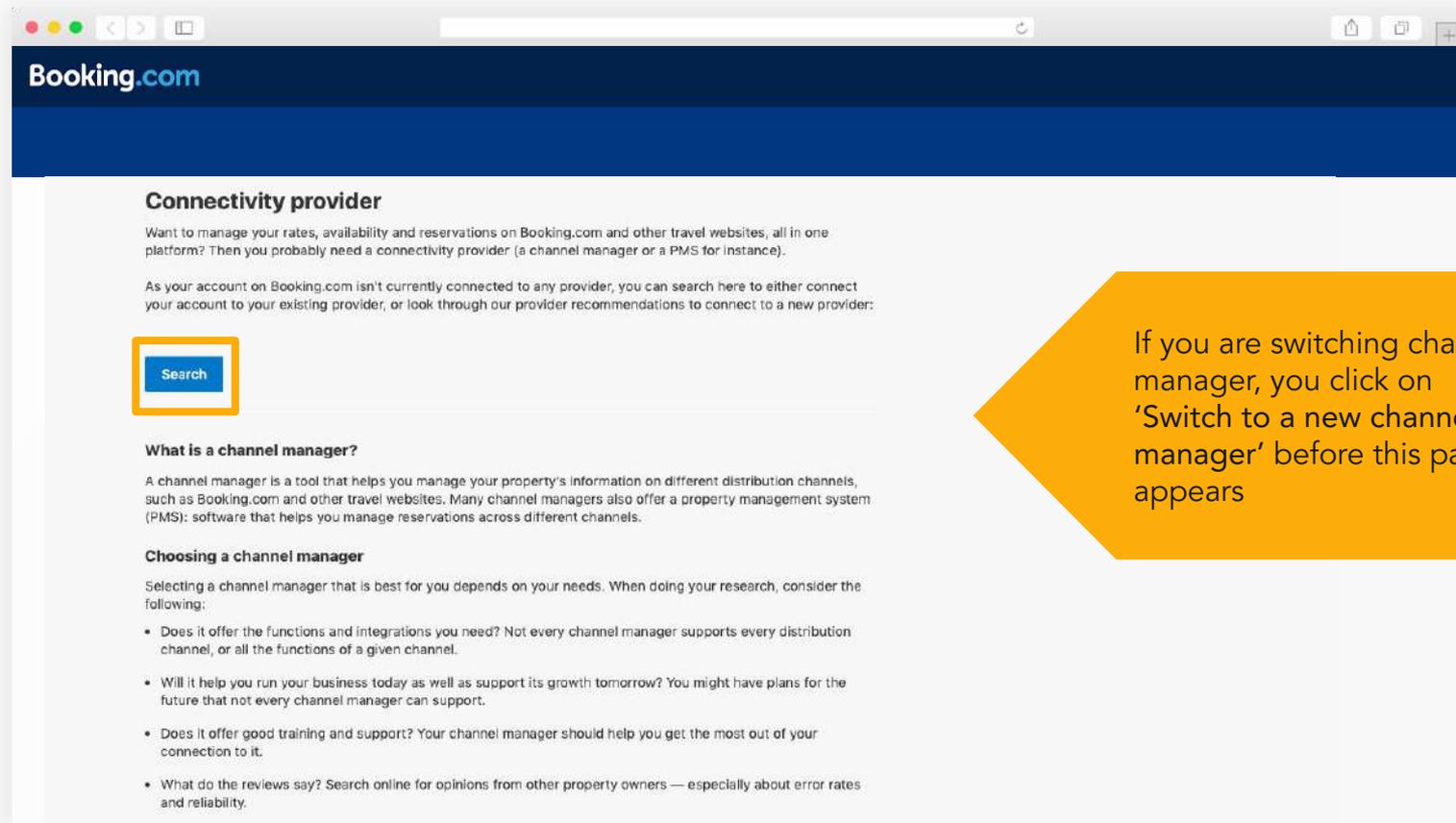
Open / Bookable

Operations Performance

Reservations overview Today View all reservations

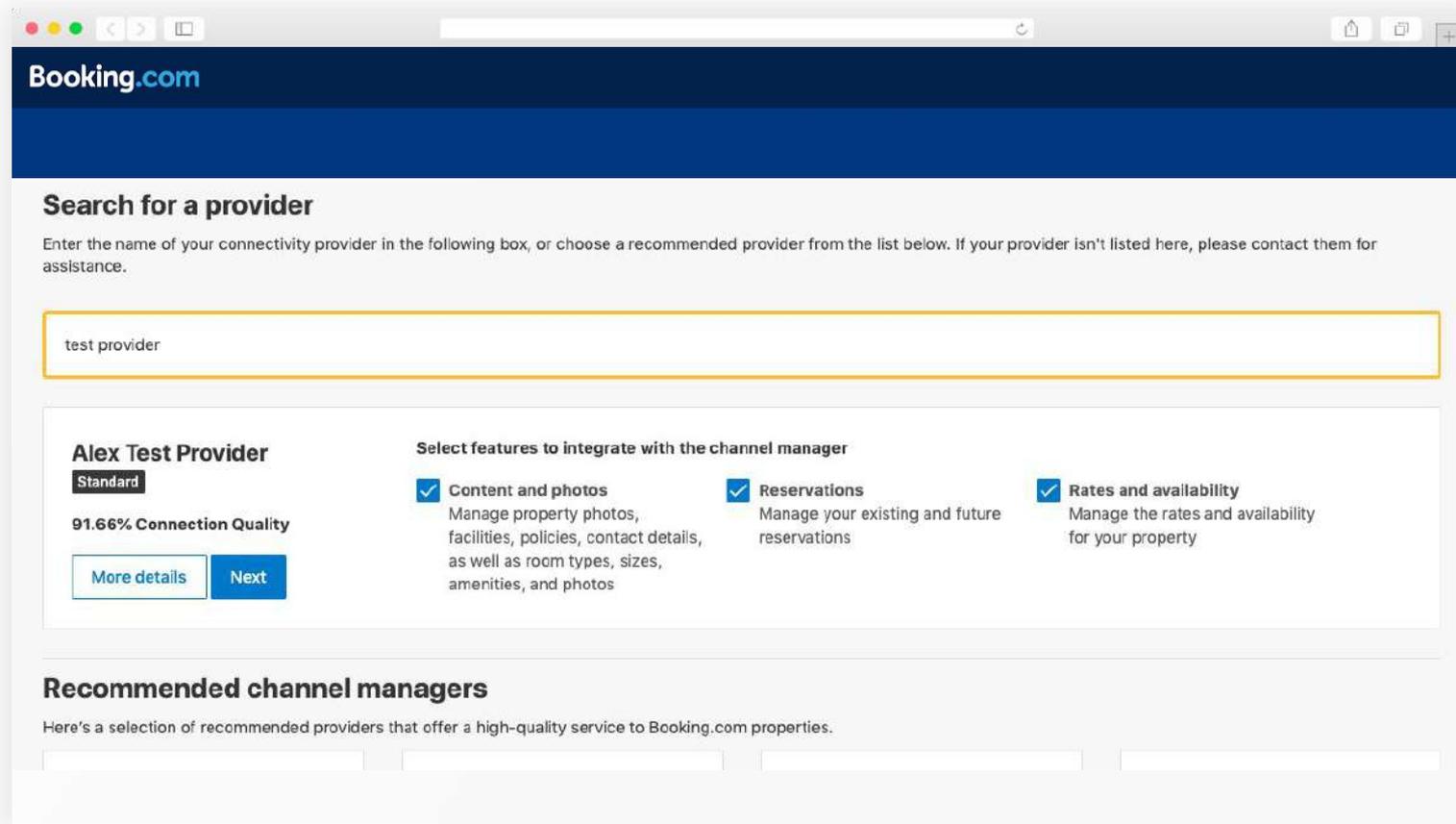
| Arrivals | Departures | New bookings | Stay-overs | Guest requests |
|----------|------------|--------------|------------|----------------|
| 0 | 0 | 0 | 0 | 0 |

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

Search and select a new channel manager, and click on 'Next'



Alex Test Provider

Standard

91.66% Connection Quality

More details

Next

Select features to integrate with the channel manager



Content and photos

Manage property photos, facilities, policies, contact details, as well as room types, sizes, amenities, and photos



Reservations

Manage your existing and future reservations



Rates and availability

Manage the rates and availability for your property

Recommended channel managers

Here's a selection of recommended providers that offer a high-quality service to Booking.com properties.



Complete and accept the XML Service Agreement.

Booking.com

1 Agreement — 2 Provider confirmation — 3 Confirm

XML service agreement

Have agreed as follows:

XML Service Schedule

This Agreement is subject to and governed by the XML Service Schedule (the "Terms and conditions"). The Accommodation declares that it has read and hereby accepts the Terms and conditions.

The XML Service Agreement and XML Service Schedule forms an integral part of the accepted Accommodation Agreement and General Delivery Terms (GDT's) and should be read in conjunction therewith.

I have read, accepted and agreed to the [terms and conditions](#).

A copy of this agreement will be sent to you via e-mail dmyxgy.axwfy2293@ywehf.nfr.

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.

Booking.com

1 Agreement — 2 **Provider confirmation** — 3 Confirm

Status of the connection request: Waiting for provider confirmation

We're currently waiting for Alex Test Provider confirmation to activate the connection with you. Alex Test Provider should map all rooms and rates before the connection gets activated.

[Reset connection request](#)

Summary of your pending request:

- Alex Test Provider is the connectivity provider handling your connection
- The requested type of connection: Reservations, Rates and Availability, Content
- This connection request was submitted on 2019-11-29 16:28:44 at 2019-11-29 16:28:44

Next steps:

- Alex Test Provider will map all your rooms and rates in their system
- Once mapping is complete, Alex Test Provider will confirm that they're ready to establish the connection

Don't connect me automatically to the provider. Send me instructions to activate my connection manually by email on dmyxgy.axwfy2293@ywehf.nfr.

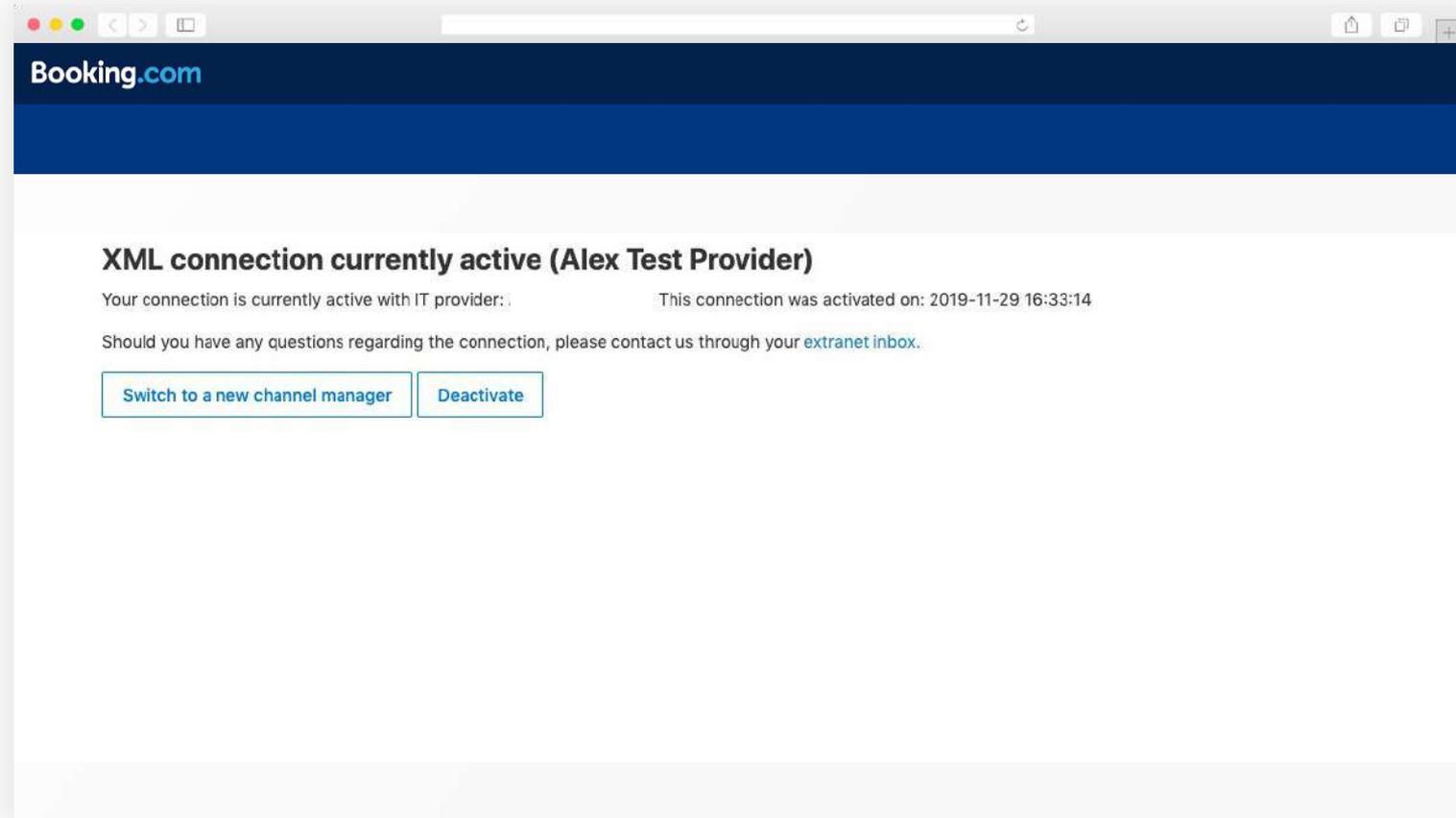
Connect me automatically to the provider. Send me a confirmation email on dmyxgy.axwfy2293@ywehf.nfr once the connection is active.

[Save](#) ✔ Saved! You'll receive a confirmation email once your connection is active.

Note: your calendar should be automatically imported when your connection is activated.

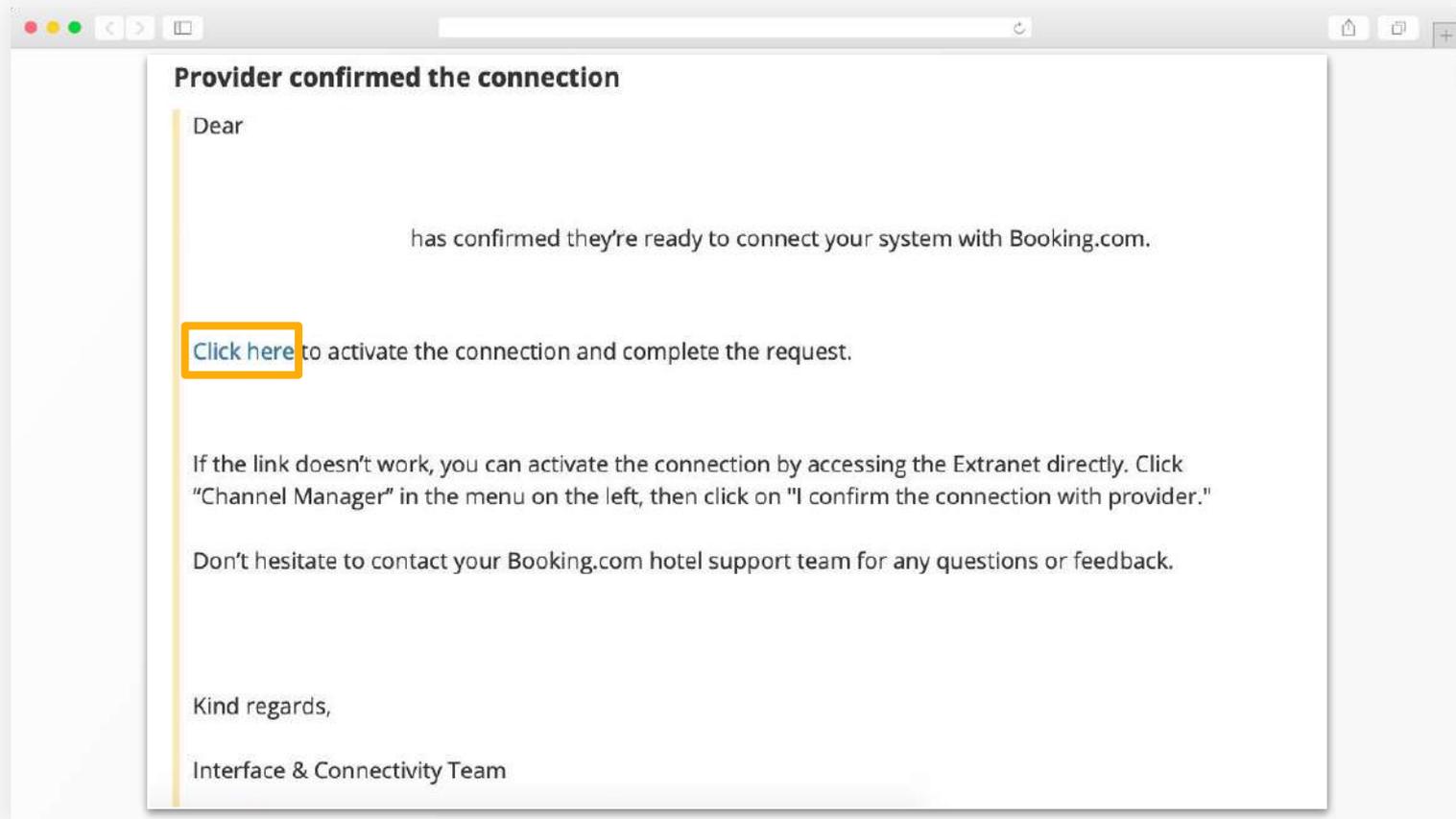
This option is selected by default if you don't take any action. You can return to this page to change your option.

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.



Auto-Connect
not selected

Problems with your email link?

On the 'Channel manager' page, click on 'Activate connection with...'

The screenshot shows the Booking.com Channel Manager interface. At the top, there is a navigation bar with the Booking.com logo and various menu items: Home, Rates & Availability, Reservations, Property (with a notification badge of 5), Opportunities (with a notification badge of 40), Inbox (with a notification badge of 28), Guest reviews, Finance, Analytics, App Store, and Marketplace. The main content area is titled "Final step: Activate your connection with *". Below this title, there is a congratulatory message: "Congrats! Your connection with * is confirmed and ready to activate. Once you click the 'Activate' button, your current connection with * will deactivate automatically, and you'll start using *".

Below the message, there are two buttons: "Disconnect" (with a red 'x' icon) and "Connect" (with a green checkmark icon), separated by a right-pointing arrow. Below these buttons, there is a text box containing instructions: "To finally activate *, all you need to do is click the confirmation button below. Your calendar should be automatically imported." and "If your rates, availability or restrictions aren't imported to your new channel manager calendar after you click the button, please contact * for assistance. If your policies aren't imported, please contact your support team at *".

At the bottom of the page, there is a question: "Ready to switch from * for managing your rates and availability? If you are, please click 'activate'. Otherwise you can just leave this page and discuss any issues or requests with *". Below this question, there are two buttons: "Activate connection with *" (highlighted with a yellow border) and "Cancel".