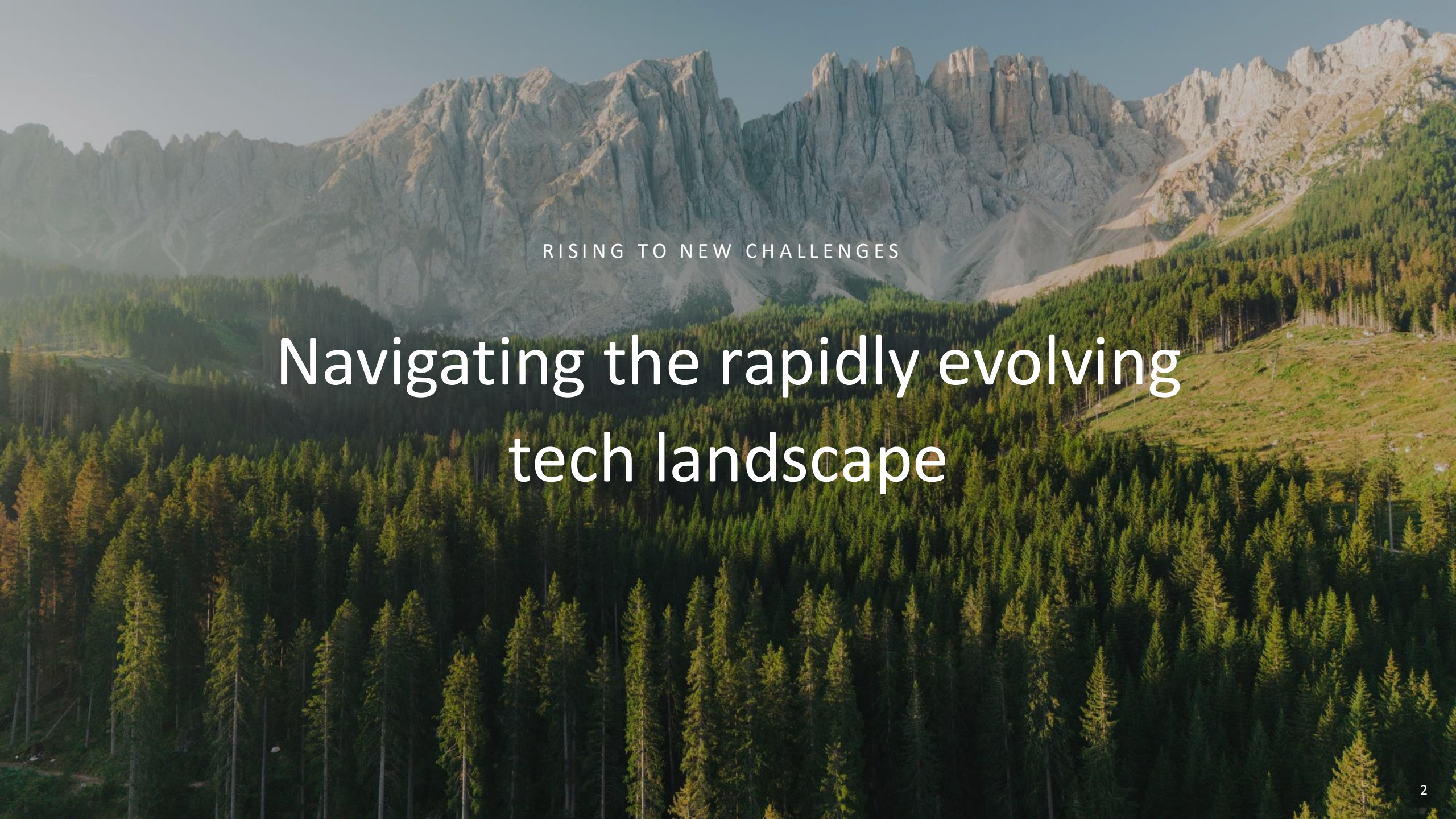
expedia group
Driving the future of connectivity, together.
xx.xx.xx



RISING TO NEW CHALLENGES

Navigating the rapidly evolving tech landscape

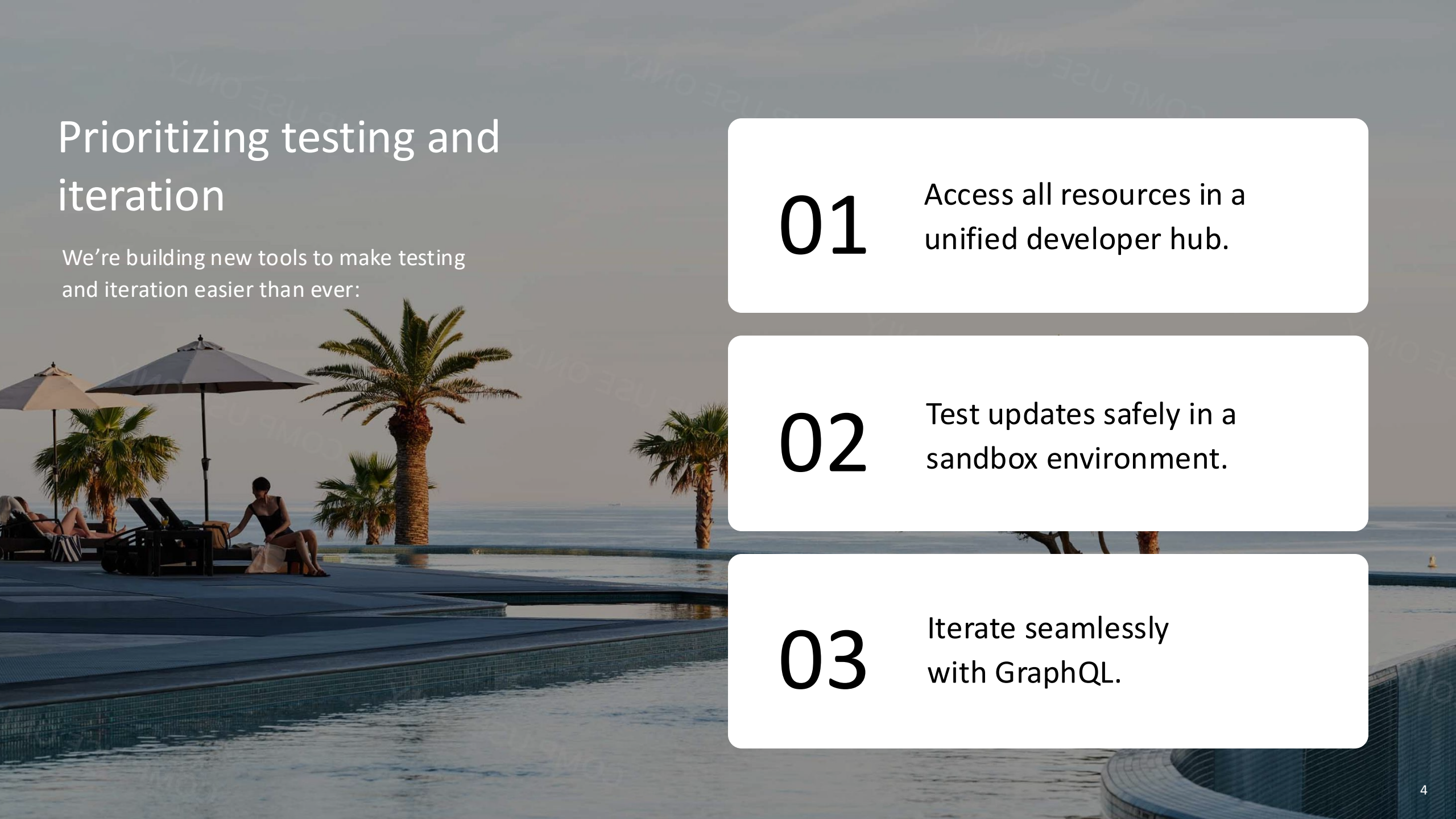
A solid foundation for growth

Where reliability meets opportunity

Leveraging trusted Expedia Group technology, our flexible and secure systems ensure your business operates smoothly while providing a reliable springboard for growth.

Prioritizing testing and iteration

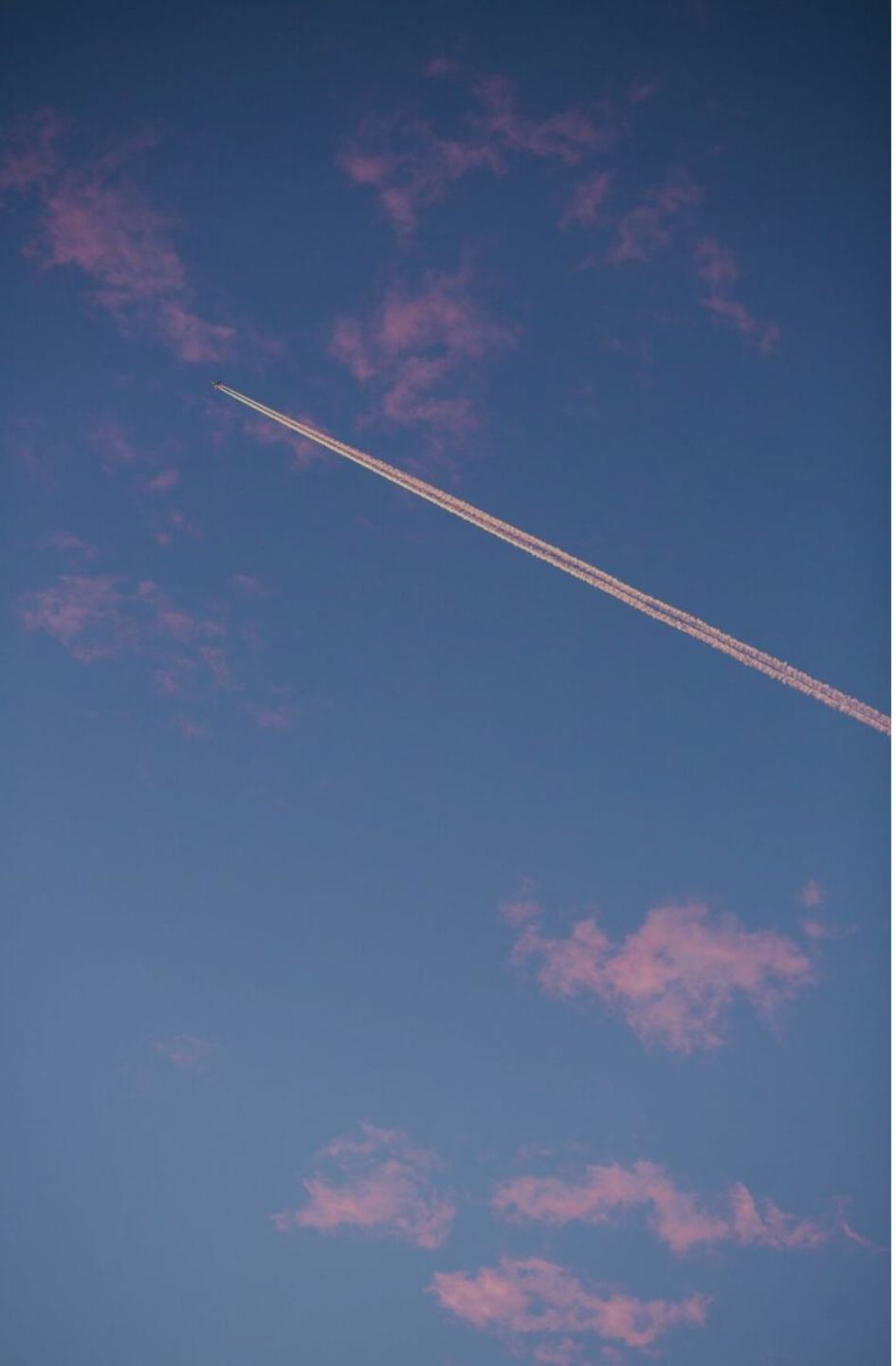
We’re building new tools to make testing and iteration easier than ever:



01 Access all resources in a unified developer hub.

02 Test updates safely in a sandbox environment.

03 Iterate seamlessly with GraphQL.



Accelerating growth with automation

STREAMLINE OPERATIONS

Real-time data synchronization keeps systems up to date.

SIMPLIFY AND OPERATE AT SCALE

Seamlessly manage reservations, messaging, and reviews.

INCREASE ACCURACY AND REVENUE

Automated tools simplify taxes and payments.

THE PATH AHEAD

Shaping the future together through innovation and partnership

Elevating transparency

Plan better with:

- Detailed roadmaps

Turning feedback into action

Co-create products with:

- Focus groups
- API piloting

Supporting your success

Regular touchpoints with:

- Dedicated account management
- Events
- Marketing on your behalf (Connectivity Partner Program)

Reservation Management 2025

Streamlined self-service and improved access to key reservation details for the best possible traveler experience

01.04.25

CURRENT LANDSCAPE

Hotels are doing more with less

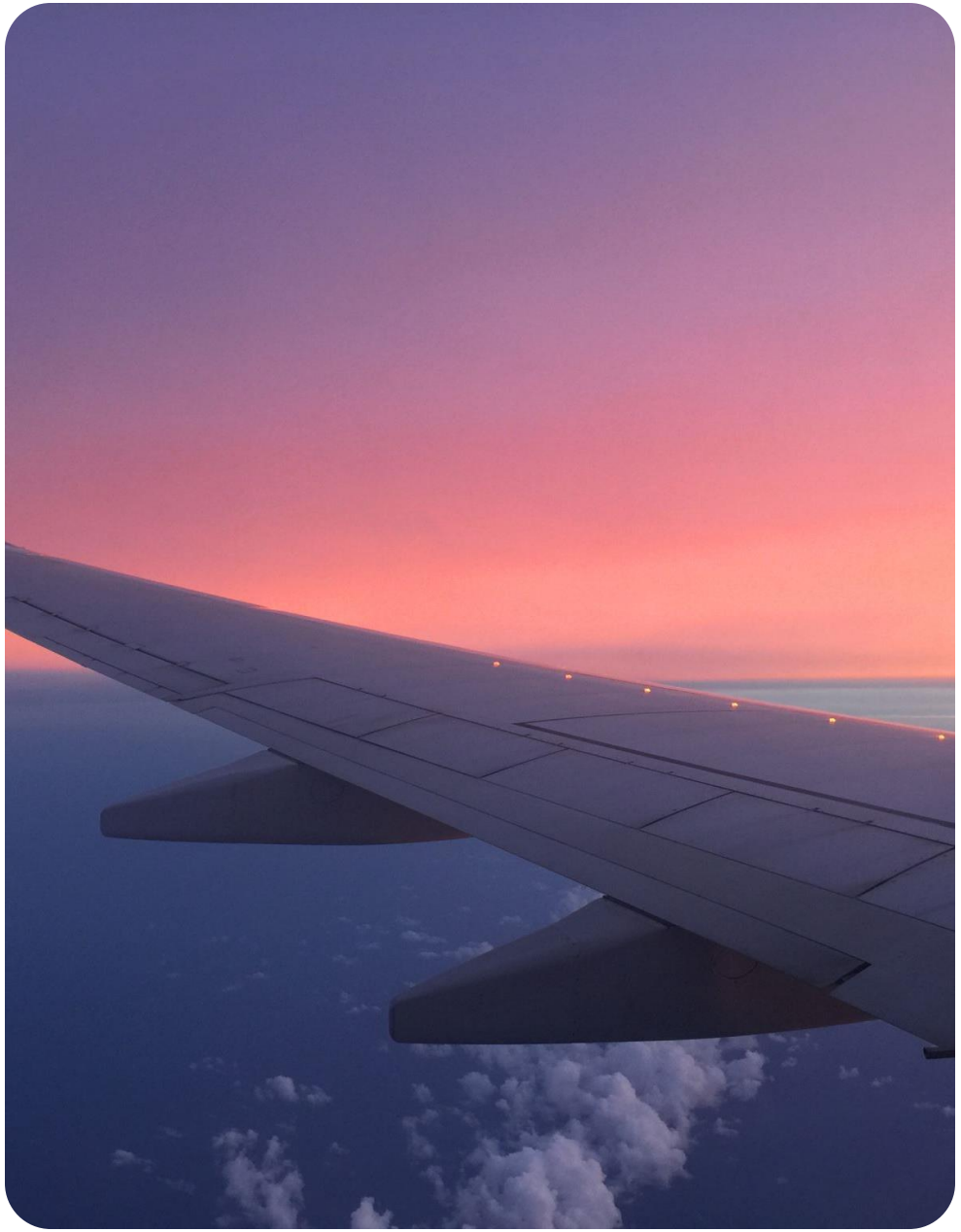
The travel industry is rapidly evolving, and travelers' expectations are changing with it. This creates a difficult environment for partners to navigate.

9%

EG gross bookings being up from 2023. Increased demands and workloads despite potential resource constraints.*

79%

U.S. hotels reporting staffing shortages in 2023 which has become a constant challenge.**



*According to Expedia Group's Q4 Earnings 2024. The highest in the company's history.
**According to a January 2023 American Hotel & Lodging Association survey

CURRENT LANDSCAPE

Simply keeping pace is no longer enough

2 of 5 Hoteliers

believe improving operational efficiency is technology's most important value proposition*

. 1 of 3 Hoteliers

believe transforming guests' journeys is technology's most important value proposition*

*According to Hotel Tech Report

CURRENT LANDSCAPE

Connectivity Provider Goals

01

Elevate Guest Experience

Deliver personalized experiences tailored to individual traveler preferences and interests.

02

Streamline Operations

Reduce reliance on manual processes throughout the traveler journey, enabling automation of the whole journey.

03

Enhance Communication

Hotels need guest feedback at multiple touchpoints via diverse channels for continuous improvement.

04

Minimize Support Costs

Proactively address potential issues and reduce the volume of costly support requests.

RESERVATION MANAGEMENT

Solve your customer’s problems faster by automating the guest’s journey

RESERVATION MANAGEMENT

Integrate your software with our new GraphQL API so users can:

01

Modify reservations, adjust dates and rates, issue refunds, and reconcile bookings with ease

02

Personalize the traveler experience with easy access to loyalty status, member perks, accessibility information, and business travel details.

03

Review detailed reservation amounts including a full breakdown of taxes, rates, and fees

04

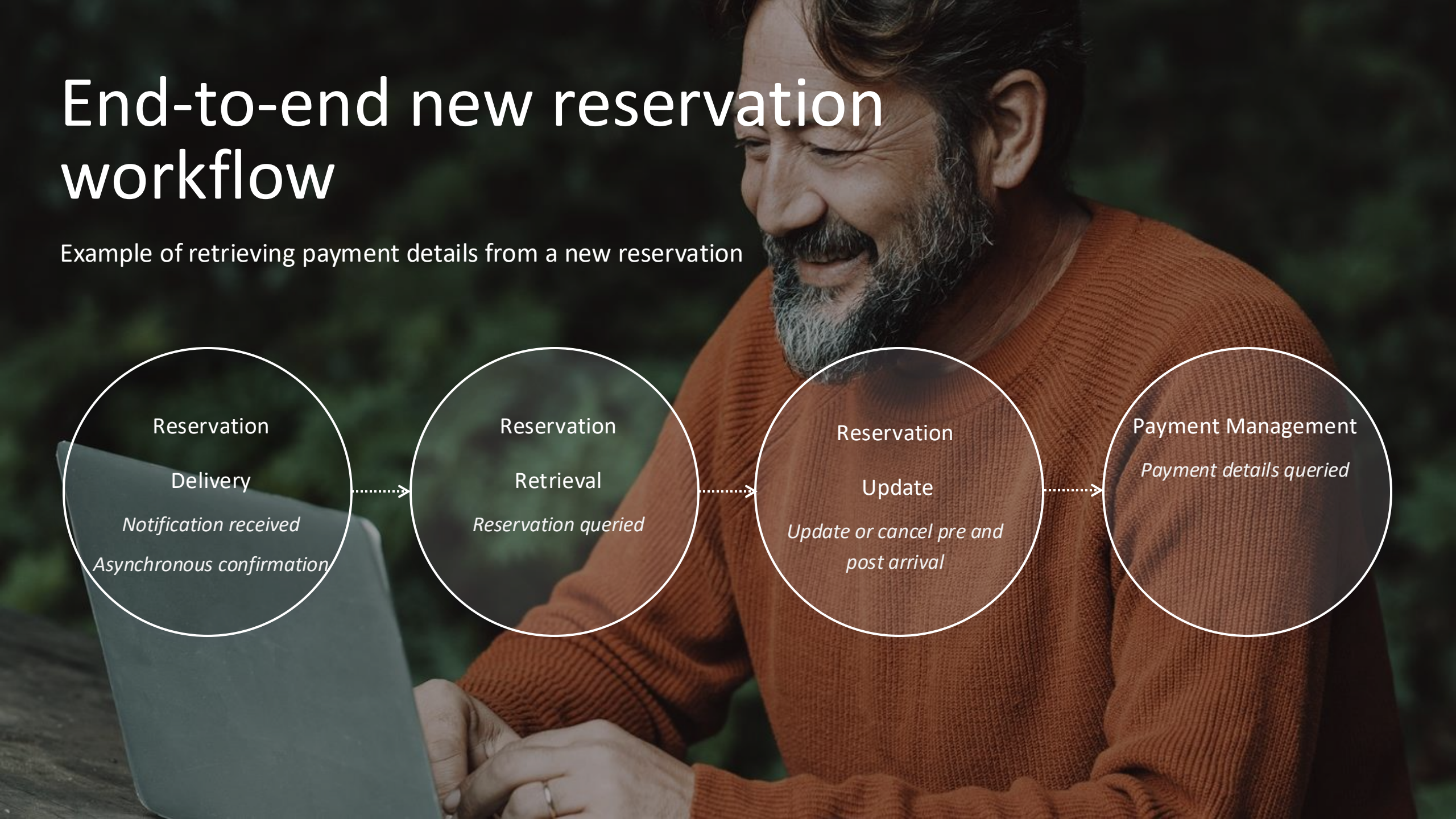
Streamline payments with simplified taxes and reconciliation

05

Import reservation details on demand with the ability to import reservation details from 465 days in the past to 500 days ahead

End-to-end new reservation workflow

Example of retrieving payment details from a new reservation



KEY FEATURES

01. Reservation Retrieval

Provides on-demand access to reservation details that are available in dedicated fields rather than legacy special requests.

Partners can access up-to-date reservation data in bulk, ensuring connected systems accurately reflect this information and streamline hotel operations.

KEY ENHANCEMENTS

- Software Switch
- Outage filters
- Post-book access to traveler payment details
- Deposits and Cancellations Policy
- Detailed reservation amounts (taxes, fees, payout)
- Corporate Guest Status
- Loyalty Guest Information

RESERVATION RETRIEVAL

Corporate Guest Status

Elevate the guest experience by giving suppliers access to corporate guest information

Hotel partners can more easily leverage this data, such as VIP access status, and recognize business travelers to provide a better stay experience and improve customer retention.

Accessing corporate guest details ensures the seamless handling of business clients and special corporate needs.

RESERVATION RETRIEVAL

Loyalty Guest Details

Improved customer experience by accessing loyalty information

- Hotel partners leverage loyalty member status and accompanying loyalty program details to provide a better stay experience and fulfill the expectations of these high-value members.
- Expedia's Loyalty status can be integrated into reservation management systems as part of the Guest Profile.

Key enhancements include

- VIP Loyalty Status
- VIP Perk

KEY FEATURES

02. Reservation Update

Giving connected properties the power to manage their reservations in a single tool.

Hotels can now make real-time updates within their system, enhancing accuracy and minimizing manual processes by dynamically updating final payout amounts and streamlining reconciliation.

KEY ENHANCEMENTS

- Mark a booking as cancelled or no-show
- Pre-arrival cancellations
- Remove nights
- Expedia Collect post-arrival goodwill refund
- Hotel Collect post-arrival change dates and rates

KEY FEATURES

03. Payment Management

Simplified payment processing and reconciliation tools for partners.

Reduced operational overhead and enhanced accuracy in payment management.

KEY ENHANCEMENTS

- Search for travelers’ credit card by reservation ID
- Token Security
- Amount to Charge Credit Card

KEY FEATURES

04. Reservation Delivery

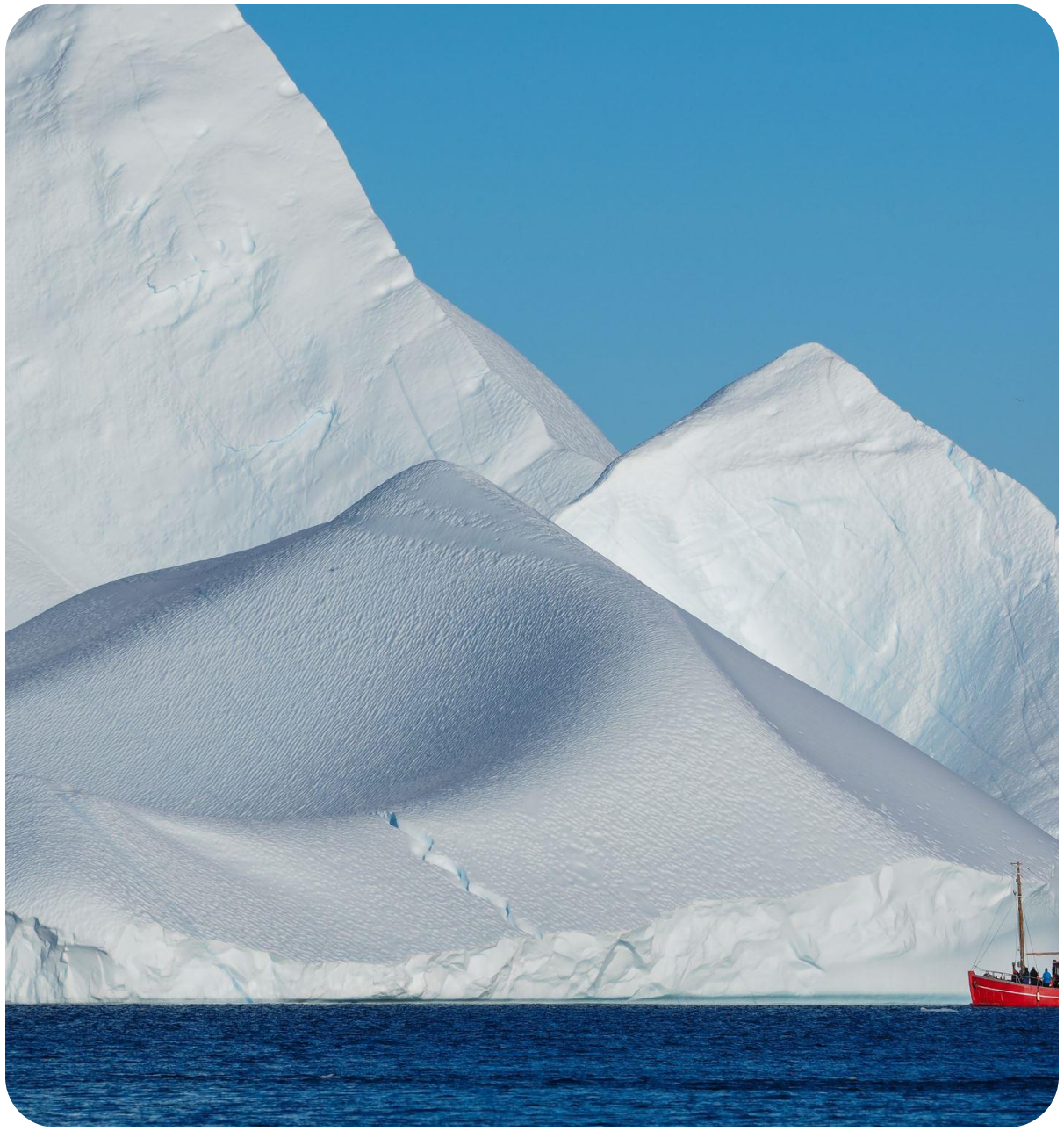
Receive immediate updates on booking status, changes, and guest check-ins, ensuring flawless coordination and superior guest service.

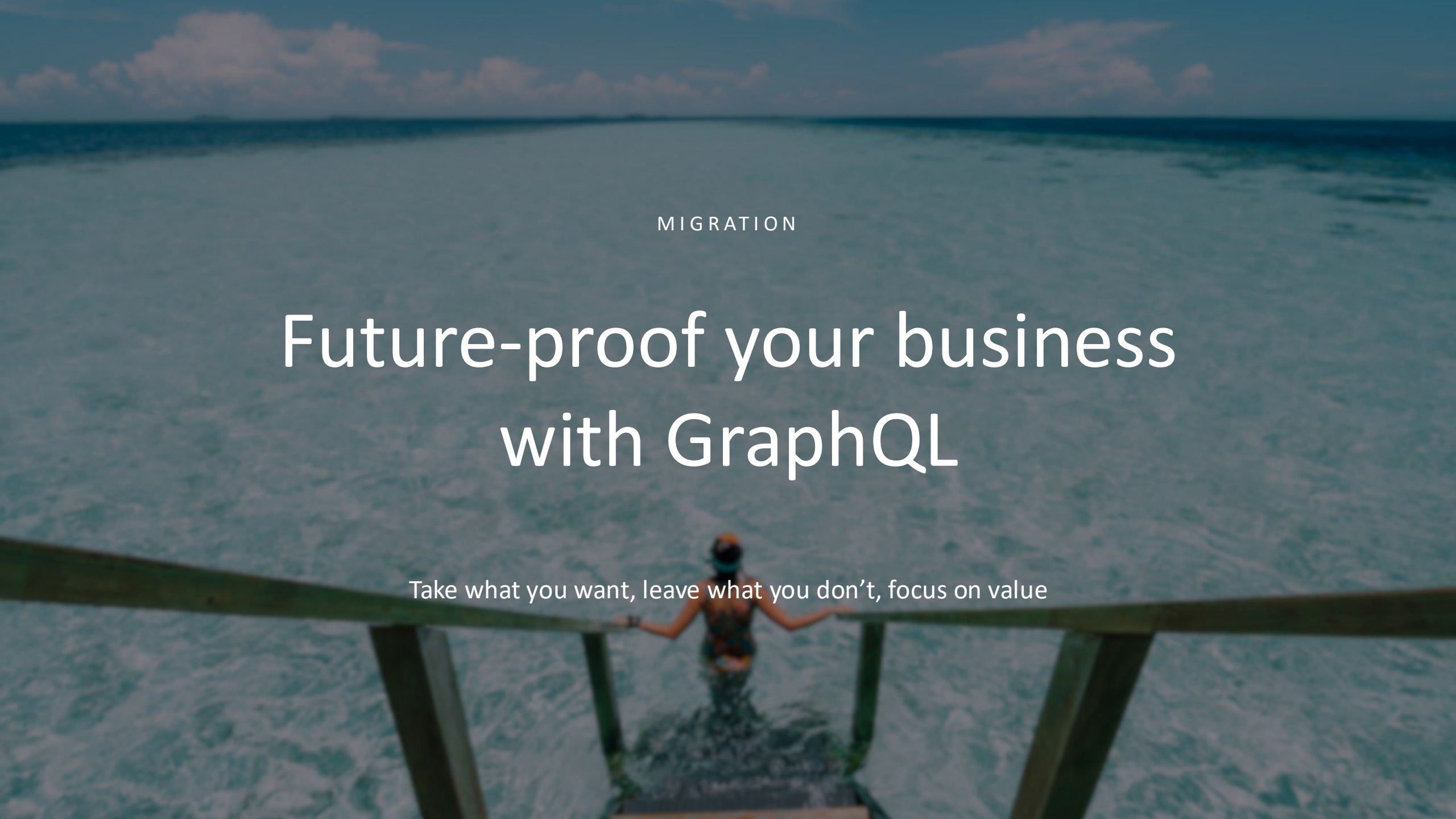
Lower operational costs and improved payment reconciliation accuracy.

By migrating, partners will automatically gain access to updated reservation retrieval data points integrated into the booking fulfillment process flow.

KEY ENHANCEMENTS

- Webhook Notification (Booked, Modified, Cancelled)
- Asynchronous Confirmation





MIGRATION

Future-proof your business with GraphQL

Take what you want, leave what you don’t, focus on value

MIGRATION TO GQL

Forward-thinking technology for the future of travel with GraphQL

API Performance

Optimize queries

No Versioning

Adopt what and when you want

Single API Endpoint

Bundle capability calls

Innovate Faster

Technology focused approach

MIGRATION TO GQL

Empowering Seamless Integrations with New Tools

We are adding new tools to make integration easier, faster, and more robust for our partners.

Sandbox

Test and validate integrations in a safe environment.

UI Guidelines

Ensuring consistent and user-friendly implementations.

Partner-Facing Dashboard

Providing visibility into API performance.

COMING SOON

45%

Faster time to completion

On average, adoption projects for Expedia Group's GraphQL capabilities finish **43 days faster** than legacy API projects

Partner Testimonials

Simplifying the Workflow

“Properties can see the details of the reservation, details of the guest, and the history of the reservation in the same place where they can manage reviews”

Mark Kinchin – Founder and Managing Director Beds24

Partner Testimonial

Avirato

Avirato’s improved experience with our new Reservation Management capabilities

Previous API (XML)

• Operated using a periodic query system, utilizing cron jobs.
• Calls to the server had to be made every 2 minutes to check for new reservations.
• This approach resulted in constant resource consumption and inherent latency due to the waiting time between cron executions.
• Greater risk of overbookings.

New Reservation Management API (GraphQL)

• The pull-based approach has been replaced with a real-time webhook system.
• Our system is now automatically notified whenever a new reservation or relevant update is registered.
• This eliminates the need for recurring queries, reducing the workload on both our servers and yours while improving response speed.
• GraphQL enables retrieving only the specific data you need in each query, enhancing the efficiency of data exchange .

Key Benefits

1. Real-time updates: Immediate notifications of new reservations without waiting for cron cycles.
2.Resource optimization: Significantly reduces server resource and bandwidth consumption.
3.Flexibility and customization: GraphQL allows for greater query granularity, better adapting to our needs

Q&A