



Reservation Capabilities

Launch Kit



Reservation capabilities via Lodging Supply GraphQL API

Reservation retrieval

This capability makes it easier for lodging partners to migrate onto your connectivity solution from another, allowing them to seamlessly map existing reservations to your system.

This will also benefit properties by enabling them to retrieve booked and cancelled reservations through a check out date range query of Expedia Group point-of-sale reservations directly in your connectivity solution.

Reservation update

This capability allows lodging partners to perform modifications or cancellations before, on, or after a reservation's check-in date within software. For example:

- ☐ Cancel a reservation if the guest does not show up
- ☐ Cancel a reservation as requested by the guest
- ☐ Update a reservation if the travel dates or daily rates apply to the reservation were modified

What's included



Overview

Overview of key features for reservation capabilities



Benefits

Key benefits for lodging partners and connectivity providers




Getting started

Next steps and certification details



Reservation retrieval capability



In the past, when a property connected to a new provider, the provider was unable to easily retrieve existing reservations and recreate in their system.

With the introduction of the **reservation retrieval** capability within the Lodging Supply GraphQL API, lodging partners will be able to retrieve all existing Expedia Group reservations for properties.

Functionality

Lodging partners will be able to retrieve all existing Expedia Group reservations from 465 days in the past and 500 days in the future.

Goals

1. Enable easier management of reservation modifications and cancellations
2. Improve customer lifetime value, retention, and experience within your software
3. Promote operational efficiency to unlock growth in your business
4. Offer a great traveler experience by reducing confusion

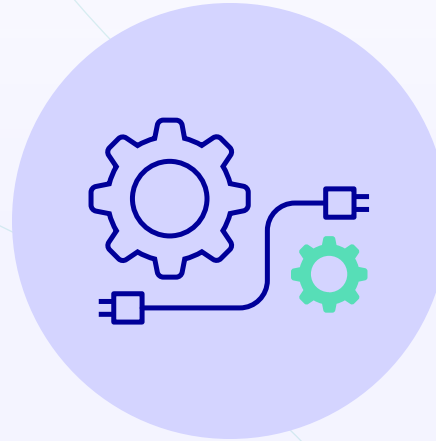


Reservation retrieval will help you in these ways:



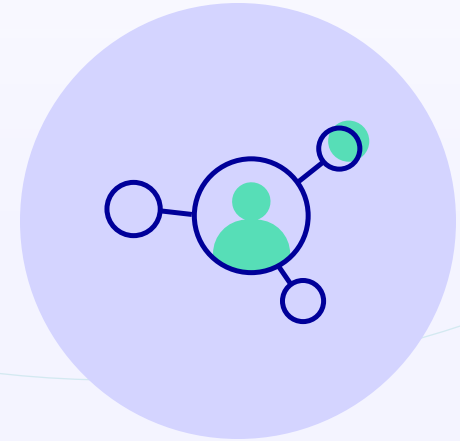
Reduce friction

Reduce friction when properties are migrating or onboarding to your connectivity software



Increase operational efficiency

Remove manual effort required to import and manage a property's existing reservations in your software



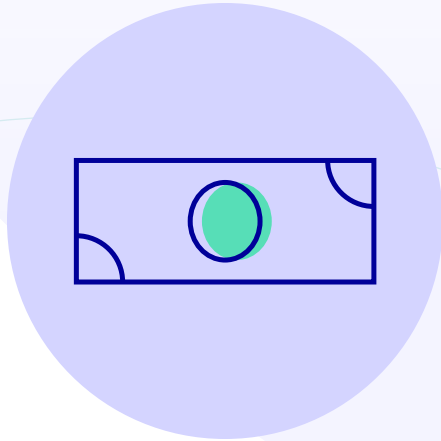
Improve property retention

Show immediate value to new property managers and develop stronger relationships through robust software migration capability

Benefits to lodging partners



Reservation retrieval will unlock these benefits for lodging partners:



Get bookings faster

Quickly get up and running through the streamlined reservation migration to grow the business



Enable full control

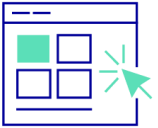
Manage and/or migrate all reservations in one place for full control and visibility on the business

Features

- Retrieve reservations from Expedia Group points of sale 465 days in the past and 500 days in the future
- Filter reservations by ***checkout date*** to export in-flight reservations when onboarding a new property to their connected software solution

Enhancements

- **Dec 2022**
- Filter reservations by ***last update date*** to backload reservation data for reservation events that were impacted by connection outage to our reservation delivery APIs (Booking Retrieval, Booking Notification, Syncbook)
- Filter by ***reservation ID(s)*** to pinpoint specific reservations and associated details; should a partner need to verify perks, accessibility requests, and loyalty status prior to arrival.
- Loyalty and Accessibility Attributes
 - **LoyaltyTier** - Will return an EG traveler's loyalty level (None, member, VIP and premiumVIP)
 - **valueAddedPromotions** - Will return perk descriptions if present
 - **accessibilityText** - Will return accessibility requests if present



Review reservation retrieval capability specifications

- Adopt the reservation retrieval feature as described on [connectivity hub](#).
- If you have read the documentation and are ready to continue, reach out to your account manager to discuss next steps



Test the integration

- You will be able to run queries offered by the Lodging Supply GraphQL API in our [interactive GraphQL explorer](#)
- We will provide a test plan with scenarios that are required to pass certification
- Once self-testing is complete, you are ready for certification



Go live

- Once you have been certified by our integration teams, you are ready to release this functionality into production. Communicate with your customers so they know to take advantage of your new capability!

Reservation update feature

The background of the slide is a solid dark blue. It features several overlapping circles of different colors and sizes. A large teal circle is on the right side. A medium-sized light blue circle is in the upper center. A smaller teal circle is in the upper left. A large dark blue circle is in the lower left. A thin white line forms a large arc across the middle of the slide.



Previously, lodging partners needed to manually make changes within Expedia Partner Central (EPC) to reconcile reservations.

With the introduction of the **reservation update** feature within the Lodging Supply GraphQL API, lodging partners can reconcile* reservations on-demand and in real-time directly within their software.

*on or after a reservation's check-in date

Functionality

Lodging partners can reconcile reservations* in their software and automatically sync those changes with EG.

Goals

1. Enable seamless, on-demand management of reservation reconciliations* within software
2. Reduce overall manual workload for partners to streamline reservation operations
3. Improve billing accuracy
4. Improve post-booking reservation data

*on or after a reservation's check-in date



Strengthen software value proposition

Offer a full-service reservation update solution to property managers to strengthen your software's value proposition.



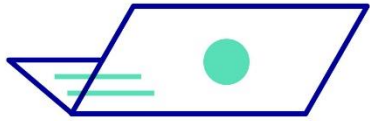
Help increase automation & accuracy

Provide your lodging partners a way to automate their reconciliation process. This will help more consistently and accurately report changes back to Expedia and reduce burden on lodging partner operations.

Benefits to lodging partners

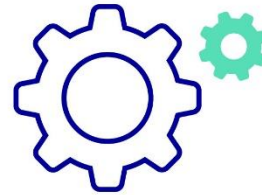


Reservation update will unlock these benefits for lodging partners:



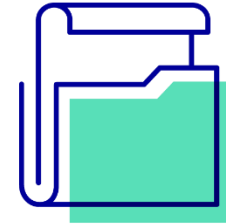
Make real-time changes

Make on-demand, real-time changes to post-stay reservations* within software.



Reduce manual effort

Help reduce manual effort required to manage modifications and cancellations to post-stay reservations.



Improve data accuracy

Help improve stay data accuracy with access to reservation reconciliations within software.

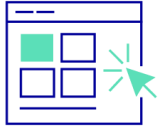
*on or after a reservation's check-in date

Features

- **Cancel a reservation** due to a no-show or if requested by a guest on or after the check-in date. The partner can specify the penalty amount that the guest was charged.
- **Update a reservation** if travel dates or daily rates applied to the reservation were modified

Enhancements

- **Dec 2023**
 - Pre-arrival cancellation due to guest request or invalid credit card
 - Cancellation of both Expedia Collect and Hotel Collect reservations
 - Receive notifications for cancellations or modifications



Review reservation update feature specifications

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