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How to mark no show on expedia extranet

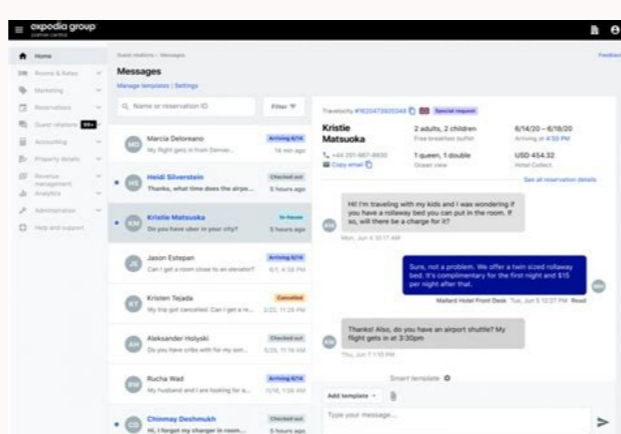
Work with us Expedia Group Reservations Payments How do I sign up for Expedia Group? Click the "List your property" button in the main menu to start the quick and easy process. When it's time to create your property listing, be as detailed as possible to attract the right guests for you. Click here to see how it works. How can Expedia Group help travel recover from the impacts of COVID-19? As travel restrictions lift, we anticipate people will be eager to reschedule missed holidays and plan new adventures. Millions will use our sites to research, plan and book their flights, stays, cars, cruises and activities. To help you rebound, we have tools to help you attract guests and insights to help you set competitive rates and fill your rooms. We'll continue to listen to our partners, adapting and crafting programs to accelerate their recovery. Additionally, we'll draw on our experience, gained over more than twenty years, helping partners rebuild and thrive after the devastating impact of natural disaster, disease, and unforeseen tragedies. Together, we will foster the industry's inherent resilience. Do I have to sign up with each of your brands separately? Thankfully, no! You do not need to sign up for all Expedia Group brands separately. When you partner with us, your listing will appear on some of the world's leading online travel brands, including Expedia.com, Hotels.com, Travelocity, Orbitz, Wotif and more. Collectively, our sites cover virtually every aspect of researching, planning and booking travel. Leisure and business travelers with various tastes and budgets rely on our sites for all their travel needs. I'm already working with other online travel agencies (OTAs).



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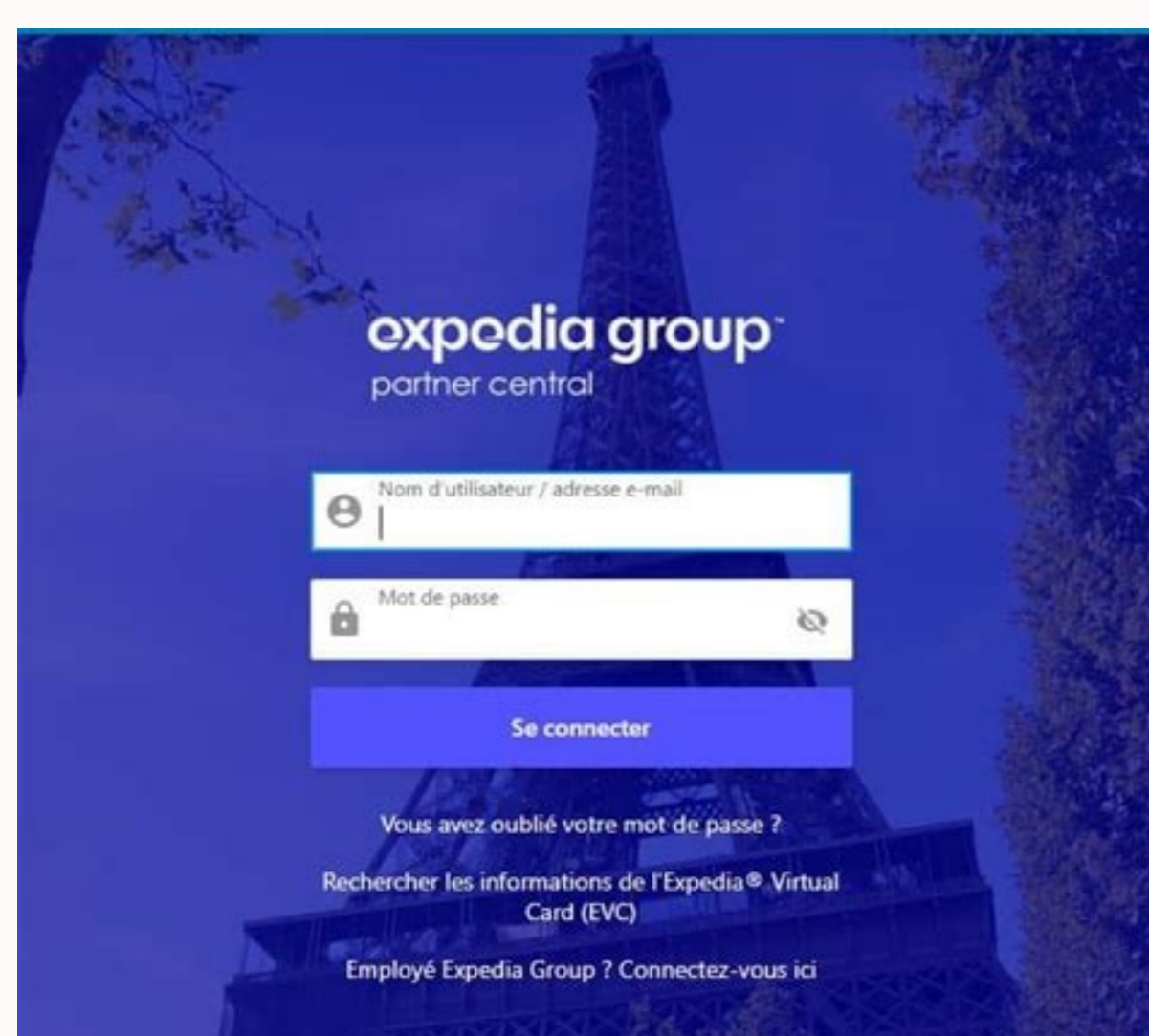
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We'll automatically save the information you've entered, and you can come back and finish whenever you're ready. If you have trouble, we'll reach out to help. What kind of photos should I upload? Photos ignite the imaginations of travelers, allowing them to visualize staying with you on their next trip. We recommend including four photos per room type (including the bathroom), and one of each of the key areas (amenities) that make your property special (the common spaces, pools, dining, etc.). They don't need to be professional photos—well-lit smartphone photos will work, but they should have a minimum resolution of 1,000 pixels. Review our photo guide for more detail. What is an online travel agency (OTA)? An online travel agency (OTA) is a consumer travel website specializing in the sale of travel products, including flights, hotels, car rentals, cruises, vacation rentals, activities and more. Expedia Group operates several OTAs, including Expedia.com, Hotels.com, Orbitz, Travelocity, Wotif and more. We additionally provide tools, capabilities and insights for our travel suppliers, helping them compete and build profitable businesses. What is a connectivity provider, and do I need one to work with you? No, you don't need to work with a connectivity provider or have a connectivity solution in place to effectively list your property with Expedia Group. However, having worked with over a million properties globally, we know manually managing your inventory can take up a lot of time. A connectivity channel provider creates a two-way flow of information between your systems and ours, so reservations, rates and availability update automatically. Displaying accurate inventory maximizes the impact of your OTA listing and reduces the risk of overbooking. How will I manage my business with you? Our easy-to-use platform, Partner Central, will be the primary location for managing reservations, loading inventory, changing rates, and keeping your listing up to date. Many partners opt to use a connectivity provider to link our systems and automatically perform daily tasks. They log in to Partner Central to leverage our more advanced tools including competitive set analysis, real-time market pricing, and other marketing programs. If you have any problems, our local teams are ready to help. Do you have tools to help me manage my revenue? Yes. Expedia Group partners have access to a suite of tools and data insights that help you develop and execute a profitable revenue management strategy. We're constantly innovating and publishing best-practice guidance to support your success. How does an online travel agency (OTA) fit into my distribution strategy?

An online travel agency (OTA) is a key part of your distribution strategy. If your goal is to reach more travelers and attract those who will be happiest at your property, an OTA can help. At Expedia Group the breadth of our travel supply attracts travelers who are researching, planning, and booking travel. They often plan far in advance, stay longer at your property, and spend more. In addition to helping you fill your rooms, we provide tools and market insights to help you provide outstanding guest experiences and grow your business. Do I need to confirm all my reservations? No. To keep your workload to a minimum, we automatically email the guest to confirm the reservation. What happens if a guest cancels or is a no-show? You can easily cancel a reservation on behalf of a guest in Partner Central. If a cancellation fee applies, you can charge the linked Expedia Virtual Card on the cancellation date. My property doesn't provide 24-hour check-in. Can I contact guests prior to arrival to arrange a check-in time? Yes. The Messages tool in Partner Central allows communication with guests before they arrive and we're happy to include check-in instructions with your property listing. How do Expedia Group payments work? As an Expedia Group partner, you choose how you want to accept guest payments. Options include leveraging our secure payment processing to have travelers pay online when they book and charging an Expedia Group issued virtual credit card for payment at checkout.

You can also have guests pay you directly at check-out and compensate Expedia Group. To appeal to the broadest number of travelers, you can choose to offer both options and let the guests decide what's best for them. What is the difference between Hotel Collect & Expedia Collect? Simply put, Hotel Collect allows you to accept payment directly from travelers at check-out and then compensate us. Expedia Collect allows travelers to pay online when they book and at check-out, you charge us for remittance. Expedia Traveler Preference lets you accept both types of payment, allowing guests to decide what's best for them. Learn more about Expedia Traveler Preference here. What if my property doesn't accept credit cards? It isn't a problem if your property doesn't accept credit cards. We'll make sure your listing communicates how you accept payment (cash, check, credit card, etc.) so travelers are prepared when they arrive. We'll confirm with you in a call to welcome you to the Expedia Group family.

How much compensation will I pay for reservations? Compensation for reservations varies around the globe and we'll share the percentage for your market as part of the contracting process. What do I get for the compensation I pay? In addition to providing an easy-to-use and secure experience for travelers to book your rooms, Expedia Group invests heavily in advertising, digital marketing, and social media promotion to attract consumers from around the world to your market and individual property. We're constantly mining our data for insights and emerging travel trends so we can both innovate and develop the best set of free and robust tools that enable you to grow your business. We also operate traveler and partner support centers to help solve the sticky logistical issues that inevitably arise when people set out to explore the world. In the unfortunate event of a no-show from Expedia or Booking.com you will have to take certain actions so that you can either charge the guest a cancellation amount or send them an invoice. Mark the Booking as No-Show in Booking.com Open the reservation in your Booking.com Extranet. Here you will find a button to mark a guest as a no-show the day after the planned arrival date. No show button can be found by entering the affected reservation and on the right hand side of the screen under the reservation actions, they will find the no show button. Make sure to always mark no-show guests as Booking.com will cancel the commission fee for this booking. Keep in mind you cannot charge a cancellation fee or virtual card fee when this happens. Booking.com will also add a note to the guest's booking history. If the guest frequently does not show up, he/she will be flagged which can help other hoteliers to prevent the unpleasant experience in future. On Expedia the no show button can be found by locating the reservation and then selecting it.

The no show button will be visible on the pop menu on the right hand side of the screen. Charge the Credit Card If you have the credit card details, they will show in your Booking.com Extranet as well as in your RoomRaccoon account. If you have connected your RoomRaccoon PMS to the Stripe payment provider, then you can simply use the charge button in your reservation. If you have not connected your PMS to Stripe and would like to know how you can, click here. In Booking.com as well as Expedia, you are only able to view the credit card details for a limited time period. Make sure NOT to capture these details anywhere else. There is a reason that booking channels as well as RoomRaccoon protect these details, which is to guarantee the safety of your guests' details. No Credit Card Details If you don't have credit card details for the guest, RoomRaccoon recommends that you send the guest an invoice via email. Depending on your terms and conditions, you can also invoice a cancellation fee. Good to know Reservations marked as no-show will not be removed from the calendar. You can move it to a grey room if you prefer this, but it cannot be deleted. When marking as no-show in RoomRaccoon, RoomRaccoon will automatically send a cancellation document. If you do not want the cancellation document to be sent, do not mark it as no-show in RoomRaccoon. If you are not connected to Stripe, you can view the protected credit card details of a booker by filling in your RoomRaccoon password. You can view these details three times before they get deleted. Setup your cancellation fee policy in the booking conditions in your booking engine settings (account settings). For more on this, click here. Was this article helpful? That's Great! Thank you for your feedback Sorry! We couldn't be helpful Thank you for your feedback Feedback sent We appreciate your effort and will try to fix the article