



How to Guide: Using the OTA Extranets

What is an OTA?

OTA is short for Online Travel Agent, which include Agoda, Booking.com and Expedia.

What is an Extranet?

An extranet is an OTAs easy to use online system to manage your bookings and content with them.



Why do you need to log in to the OTA extranets?

- **Cancellations and No Shows** – if a guest doesn't show up for their booking or cancels directly with you, you will need to mark this in the OTA extranet to avoid getting charged commission. This mainly applies to Booking.com and Expedia.
- **Reservation Details** – the extranets hold information on your guests e.g. contact details and credit card details.
- **Stop Sells** – you can manually stop sell dates via your extranet. This is helpful if you want to avoid getting over bookings during a busy period.

IMPORTANT: Ensure that every now and then you look at the public/customer site for each OTA to ensure your listing looks good. Remember, this is all potential guests see so it has to be appealing or they'll go to a competitor.

We hope you find this guide on using the OTA extranets helpful.
Please contact us if you have any questions or require assistance. We are here to help!

Pub Rooms Australia

Phone: 02 9046 0989 | Email: support@pubrooms.com.au | Web: www.pubrooms.com.au



Extranet Access: <https://yca.agoda.com/>

Your username and password can be found in your login Spreadsheet. If you are unsure of your log in details, please contact Pub Rooms.

How to contact an Agoda Representative:

1. You can contact your market manager - please [click here](#) to view a contact list.

How to view Reservations:

2. Log in to Agoda and you will see your **booking records** in the right hand column. Click **See all booking records**.
3. Use the search bar to find your reservation. Click on the **Booking ID**.
4. You can view your guest's details, virtual credit card number, reservation details and total costs.
*If you want the guest's contact details, you will need to contact Agoda via the above link.

What to do if a guest does not show for their booking or shortens their length of stay:

1. Charge the Virtual Credit Card as per your cancellation policy (generally the 1st night).
2. Contact Agoda and alert them of the No Show/Change of booking. Please also do this if the guest cancels directly with you.
NOTE The guest pays Agoda up front, so it is unlikely that they wont show up for their booking.

How to see your reviews and content scores:

1. Log in to Agoda and click **Review & Content Scores** in the left hand column.
2. Review Score: You can see your average review scores from guests and compare your scores with competitors.
3. Content Score: You can see what areas of your listing need attention. Please let us know if you need assistance updating your content!

How to update content:

1. Log in to Agoda and click **Update Content** in the left hand column.
2. Here you can edit your property information, facilities, photos and download customer reviews.

How to block out date/s:

1. Log in to Agoda and hover over the **Manage** tab which can be found on the top left corner of your screen
2. Click **Room Control**
3. Select your room type/s, date range and click **search**
4. Under the Close Out Regular column, select the date/s you wish to block out and click **Save**
NOTE You can block out dates in Little Hotelier across all channels, but blocking out on the OTA provides extra security against double bookings.

Need further help? [Click here](#) to view the Agoda User Manual.

Need assistance updating your listing or have a question? Don't hesitate to contact Pub Rooms.

Ph: 02 9046 0989 | support@pubrooms.com.au

Booking.com

Extranet Access: <https://admin.bookings.org/hotel/>

Your username and password can be found in your login Spreadsheet. If you are unsure of your log in details, please contact Pub Rooms.

How to contact a Booking.com Representative:

1. Log in to Booking.com and click the Inbox tab.
2. Click **New Message** in the top right corner and send your request.

*Ensure you check your Inbox regularly for important notices and responses.

How to view Reservations:

1. Log in to Booking.com and click the **XML Bookings** tab.
2. Use the search bar to find your reservation. Click on the reservation number.
3. You can send your guest a message, view their credit card details, contact details, total costs, commissions charged, comments from the guest and more.

What to do if a guest does not show for their booking or shortens their length of stay:

1. Log in to Booking.com and click the **XML Bookings** tab.
2. Use the search bar to find your reservation.
3. You will see an option to mark the guest as a No Show in the right hand column. Click this and follow the instructions.

NOTE You will get charged extra commission if you don't follow the above steps! It is important to do this on the day or within 48 hours of the guests check-in date otherwise the option will expire.

What to do if a guest's credit card details decline:

1. Log in to Booking.com and click the **XML Bookings** tab.
2. Use the search bar to find your reservation.
3. You will see an option to **Mark credit card as invalid** in the right hand column. Click this and follow the instructions.

How to view/download Invoices:

1. Log in to Booking.com and click the **Finance** tab.
2. Click on **Invoices** in the left hand column and view and download the invoice/s.

How to view Guest Reviews:

1. Log in to Booking.com and click the **Customer Experience** tab.
2. Here you can view your positive and negative comments and view statistics on what is and isn't working for your property.

How to update Content:

1. Log in to Booking.com and click the **Website Content** tab.
2. Here you can view your content score and find out what can be done to get you to 100% - please let us know if you need assistance updating your content.
3. You can use the various tabs to update your information – your profile, photos, room information, property description, facilities and surroundings. Again, we are happy to help you with any updates.

How to block out date/s:

1. Log in to Booking.com and click on the **XML Rates & Availability** tab
2. Click on **Open/Close Rooms** in the left column
3. Select your chosen dates, days of the week, rate plans and rooms you wish to close.
4. Select **Close** at the bottom of the page and click **Update**.

NOTE You can block out dates in Little Hotelier across all channels, but blocking out on the OTA direct provides extra security against double bookings or overbookings.

Need further help? [Click here](#) to visit the Booking.com Partner Help Centre.

Need assistance updating your listing or have a question? Don't hesitate to contact Pub Rooms.

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Extranet Access: <https://expediapartnercentral.com/login>

Your username and password can be found in your login Spreadsheet. If you are unsure of your log in details, please contact Pub Rooms.

How to contact an Expedia Representative

1. You can contact anz@expedia.com or assistanceanz@expedia.com for any support enquiries.

How to view Reservations:

1. Log in to Expedia and hover over the **Reservations** tab and click **View Reservations**.
2. Use the search bar to find your reservation. Click on the reservation ID.

What to do if a guest does not show for their booking or shortens their length of stay:

There are different procedures for Expedia Collect Bookings and Hotel Collects Bookings

Hotel Collect Bookings:

1. Log in to Expedia and hover over the **Accounting** tab and click **Reconcilable Reservations**
2. Enter search criteria to locate the booking
3. Click on the **Reconcile** button and choose the reconciliation type and update the amount to 0 or the fee you charged for cancellation
NOTE You will get charged extra commission if you don't follow the above steps! Reconciliation must be done before the 4th day of each month for bookings that stayed in the previous month.

Expedia Collect Bookings:

1. Email anz@expedia.com the reservation number and alert them of the No Show or change in booking. Ensure you tell them how much you charged the virtual credit card.

How to make a Payment Enquiry

1. Log in to Expedia and hover over the **Accounting** tab and click **Submit Payment Enquiry**.

How to view/download Invoices:

1. Log in to Expedia and hover over the **Accounting** tab and click **Invoices and Credits**.
2. Click the PDF sign to view or download invoice/s.

How to view/respond to Guest Reviews:

1. Log in to Expedia and hover over the **Property Information** tab and click **Guest Reviews**. Here you can read and respond to reviews.
2. Alternatively, you can view Real-time Feedback by hovering over the **Property Information** tab and clicking **Real-time Feedback**. Here you can sort positive and happy reviews and respond to reviews that are no older than 2 weeks.

How to update Content:

1. Log in to Expedia and hover over the **Property Information** tab and click either **Property Content** or **Photos**
2. Here you can click on **Content Score** in the left hand column to see your percentage and find out what can be done to get you to 100% - please let us know if you need assistance updating your content.
3. You can use the various links in the left column to update your information – your property information, photos, amenities, services, dining, fees, policies etc. Again, we are happy to help you with any updates.

How to Request Changes to Room Types, Rate Plans, or Inventory:

1. Log in to Expedia and hover over the **Rates and Inventory** tab and click **Update Rooms and Rates**
2. Select a date range, the room types and rate plans you wish to make changes to and click **Continue**
3. At the top of the page, under **Edit Option**, you will see a summary of the dates, days, room types, and rate plans that you have chosen. If you want to change any of these, click **Change Edit Options**
4. Under **Review Changes**, scroll to find the date you want to change. Make the change and click **Submit Request**
NOTE You can block out dates in Little Hotelier across all channels, but blocking out on the OTA provides extra security against double bookings or overbookings.

Need further help? [Click here](#) to view the Expedia Online Help Guide.

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