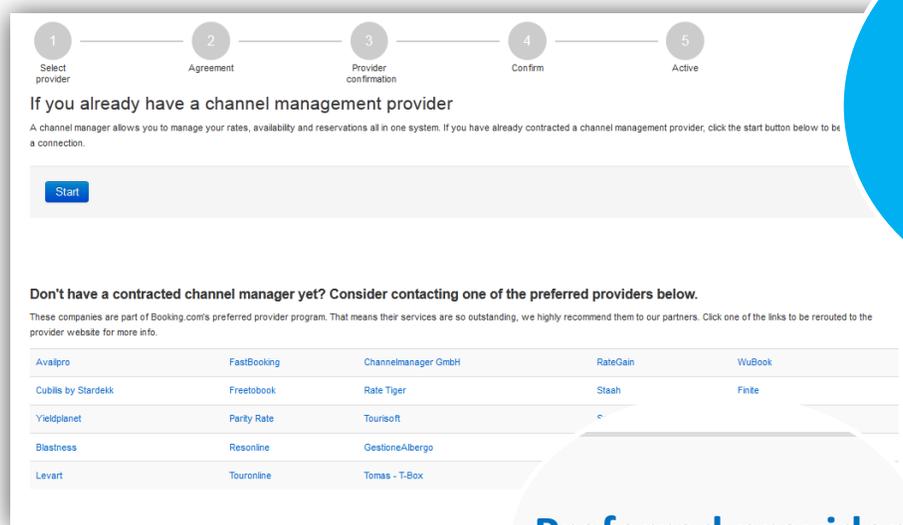# Channel manager - Automatic sign up process guideline

The automated sign up tool allows your property to request a connection directly to channel managers by accessing the extranet of Booking.com. Once the request has been submitted, you will need to follow the below steps to ensure the connection is correctly enabled.

Don't have a Provider yet? Check out our suggestions

Preferred provider

Direct link to the company website

The guideline shows step by step how the procedure works from yours and the hotel side

Select provider	Agreement	Provider confirms	Confirm	Active
• Hotel accesses Booking.com extranet and chooses the provider and type of connection	• Hotel accepts Terms&Conditions and submits the request of connection	• Provider receives the request of connection and confirms the request	• Hotel receives the Provider's confirmation and completes the activation	• The connection is enabled

Booking.com Connectivity

① **Select provider**: you can start the activation process via Booking.com extranet by clicking on the *Channel Manager* link, under the *Property Info* tab.

In case you have a channel manager to connect with, start the procedure by clicking directly on the *Start* button. Otherwise, you might have a look at the recommended provider list as displayed here below:

Once you have selected the channel manager, choose between the types of connection needed:

Please define first with your channel manager the connection type

2 **Agreement**: to complete the request of connection, accept and agree to the **Terms and Cconditions** by clicking on *Accept.* At this time, you will be receiving the Contract by email.

3 **Provider confirmation:** upon your request of connection, you receive a notification email along with the contract – XML Signup Agreement with Booking.pdf. The channel manager receives as well an email notification with your data and will confirm you back once all the settings have been completed. After that, you will receive an email as below:

Dear Hotelier

Your accommodation is now in the process of getting a connection with super-dev provider as requested. Please find attached a copy of your Connectivity Service Agreement.

The connection request has been forwarded to the Channel Manager who is responsible for processing the request further. It is now up to super-dev provider to finish your room and rate set-up and to complete the mapping.

Once this step has been completed you will receive an email from Booking.com at the email address provided. This e-mail will contain more information on how to have the connection enabled.

For any information on the current status of the connection, please go to the Booking.com extranet and click on "Channel Manager" in the menu on the left side.

Please don't hesitate to contact your Booking.com hotel support team for any questions or feedback.

Kind regards,
Interface & Connectivity Team
Booking.com

IMPORTANT: no extra steps are needed to be taken from Booking.com. In case you do not receive an email within 4 days, please get in touch with the channel manager to ask to complete the set up.

Booking.com Connectivity

You can check the status of the request from extranet under the Channel manager link:

Status of the connection request: Waiting for provider confirmation

Status

super-dev provider needs to confirm to Booking.com that they're ready to activate the connection. Most likely, super-dev provider will need to map all rooms and rates before the connection can be activated.

Summary of the pending request:

- IT Provider that handles the connection: super-dev provider
- Type of connection: Two-way
- Date when the connection request was submitted: 2013-07-30 14:27:00

Further steps

Please contact super-dev provider to finalize the setup. Usually the mapping process will take one to two days, depending on your room/rate setup and IT provider. After super-dev provider has confirmed that the connection is ready, you'll receive an email at matteo.binda@booking.com with instructions for activating the connection.

If you need any support, or in case you have any other questions regarding the connection process, please contact your Booking.com hotel support team at netherlands@booking.com. Come back to this page at any time to view the connection status.

4 **Confirm**: once the request of connection has been confirmed from the Channel manager side, you will be receiving an email asking to complete the activation as below:

Dear Hotelier

Test provider has confirmed that they are ready to connect your system with Booking.com.

In order to complete the activation, please follow this link to activate the connection: Click here

If the link does not work, you can always proceed by accessing the Extranet. Click on "Channel Manager" in the menu on the left side and then on "I confirm the connection with provider". Please don't hesitate to contact your Booking.com hotel support team for any questions or feedback.

Kind regards,
Interface & Connectivity Team
Booking.com

In order for you to complete the activation, click on **'I confirm the connection with Test provider'.** The connection will be accordingly enabled.

5 **Active:** the connection is now live. You are required, based on the settings agreed with your channel manager, to send a full refresh of rates & availability to make the property available for selling.

Dear Hotelier,

The direct connection with your Test provider now active.

Type of connection: Two-way
Provider:Test provider

If you have removed all the inventory (rates and availability) from the Booking.com system, please make sure to refresh all inventory as soon as possible so that your accommodation is bookable again on the Booking.com website. If you need assistance with this inventory refresh, please contact your provider super-dev provider.

Please don't hesitate to contact your Booking.com hotel support team for any questions or feedback.

If you would like to disconnect from channel manger, please contact your Booking.com Account manager.

Kind regards,
Interface & Connectivity Team
Booking.com

The connection is now live on Booking.com