

BugHotel Reservation System

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Booking.com 2 Way Connectivity

February 3, 2009



BugHotel Reservation System Booking.com two ways connectivity allows hotels to update their pricing and availability as well as view and download reservations, modifications and cancellations all within BugHotel Reservation System Extranet.

Every time availability and rates are created, updated or deleted in BugHotel Reservation System extranet, they are automatically sent to Booking.com. When reservations are made, updated or cancelled within Booking.com, BugHotel Reservation system extranet is updated and all data is synchronized.

The Booking.com interface consists of a 2-way interface where BugHotel Reservation System:

- Uploads Rates & Availability from BugHotel Reservation System Extranet into Booking.com database
- Downloads Reservations, Modifications and Cancellations from the Booking.com database into BugHotel Reservation system Extranet

a. Rates are updated in BugHotel Reservation System and they get automatically updated in Booking.com database



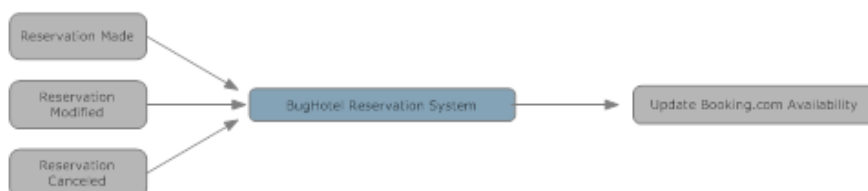
b. Availability is updated in BugHotel Reservation System and it's automatically updated in Booking.com database



c. Every time a reservation is made, modified or cancelled in Booking.com, it is automatically updated in BugHotel Reservation System



d. Every time a reservation is made, modified or cancelled in BugHotel Reservation System, availability is updated in Booking.com





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1. How to install Booking.com 2-way interface

Installation of BugHotel Reservation System Booking.com 2 way interface is a simple procedure. You first need to download BugHotel Reservation System 2-way interface module from BugHotel Reservation System web site available at <http://www.bug-hotel.org/>

Once the download is concluded, you need to extract the downloaded file to a temporary folder in your computer, once the extract is concluded; you need to upload (IN BINARY mode) the full content to your web server where BugHotel Reservation System extranet is installed. The interface needs to be installed ONLY once, whether you are managing a single property or hundreds of properties, the module needs to be installed ONLY once.

Once the upload is finish, call the URL via web browser and follow the installation wizard. The installation process is similar to the hotelier or travel portal installation wizards.

In the installation wizard, the required fields are:

Database Type (Usually filled in by default)

Database host name (Filled with the value localhost – this value is correct 95% of the times although it can be different)

Database user name (This field needs to be set with a username with access to the database of BugHotel Reservation System)

Database name – In this field you need to input the database name where BugHotel Reservation System was previously installed.

Database password (This field needs to be set with the password to access BugHotel Reservation System)

The screenshot shows the "BugHotel Reservation System Installation Wizard" for the "BookingDotCom module" at "Step 2". The interface includes the BugHotel logo and a title bar. Below the logo, it states: "The Installation Wizard needs to know your web server details and database information:". The form contains several fields: "Server host name" (value: 10.0.0.98), "Secure server host name" (empty), "Database type" (dropdown menu: MySQL API (PHP 5)), "Database host name" (value: localhost), "Database user name" (value: root), "Database name" (value: hotel), and "Database password" (empty). A "Submit" button is at the bottom. A note at the bottom right says: "Please enter the name of the database BugHotel Reservation System will connect to. If the database has not been created yet BugHotel Reservation System will try to create database for you. Please do not forget that you must have 'create database' privileges in order to use this feature." A legend at the bottom left indicates that fields with an asterisk are required.

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2. How to configure BugHotel Reservation System Extranet to work with Booking.com

Before getting started with Booking.com 2-way interface, make sure your property is already opened in Booking.com and you have a login and a password to access Booking.com extranet. If the property is not yet open in Booking.com extranet you can open your property (free of charge) at <https://admin.bookings.org/hotelreg/index.html?lang=en>

Booking.com 2-way interface is configured per property bases so first of all, each property that wants to use the 2-way interface needs to request a login and a password to access the Hotel-XML interface. They need to do so by emailing Booking.com Hotel-XML hotel-xml@booking.com and request access to the interface. Booking.com will reply to the email with an hotel id, login and password, those values will then need to be inputted in BugHotel Reservation System Extranet.

In order to configure Booking.com 2-way interface, please go to your extranet URL and login to the desired property that you are setting the interface for. Once logged in please choose the option "Pricing and Availability", under Booking.com option tab.

Administration Panel - Hotel 1

The Administrator panel puts the power in your hands to configure, manage and maintain all aspects of your hotel. Use the left navigation bar to manage your account. BugHotel and Logout links enable you access the Administrator panel home page or logout of the Administrator panel.

Reservation Summary

Reservations: Since Last Login, Since Last Week, Since Last Month

Availability Map

	Fri 28 Nov	Sat 29 Nov	Sun 30 Nov	Mon 01 Dec	Tue 02 Dec	Wed 03 Dec	Thu 04 Dec	Fri 05 Dec	Sat 06 Dec	Sun 07 Dec	Mon 08 Dec	Tue 09 Dec	Wed 10 Dec	Thu 11 Dec	Fri 12 Dec
Single room/3 person(s)	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X
Double room/2 person(s)	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X	A 2X
Triple room/3 person(s)	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X	X 2X

back forward

Availability: A = available X = unavailable E = availability expired * = on request only
Restrictions: 2X = 2 rooms * = 1 room * = 2 rooms * = 3 rooms * = 4 rooms * = 5 rooms * = 6 rooms * = 7 rooms * = 8 rooms * = 9 rooms * = 10 rooms



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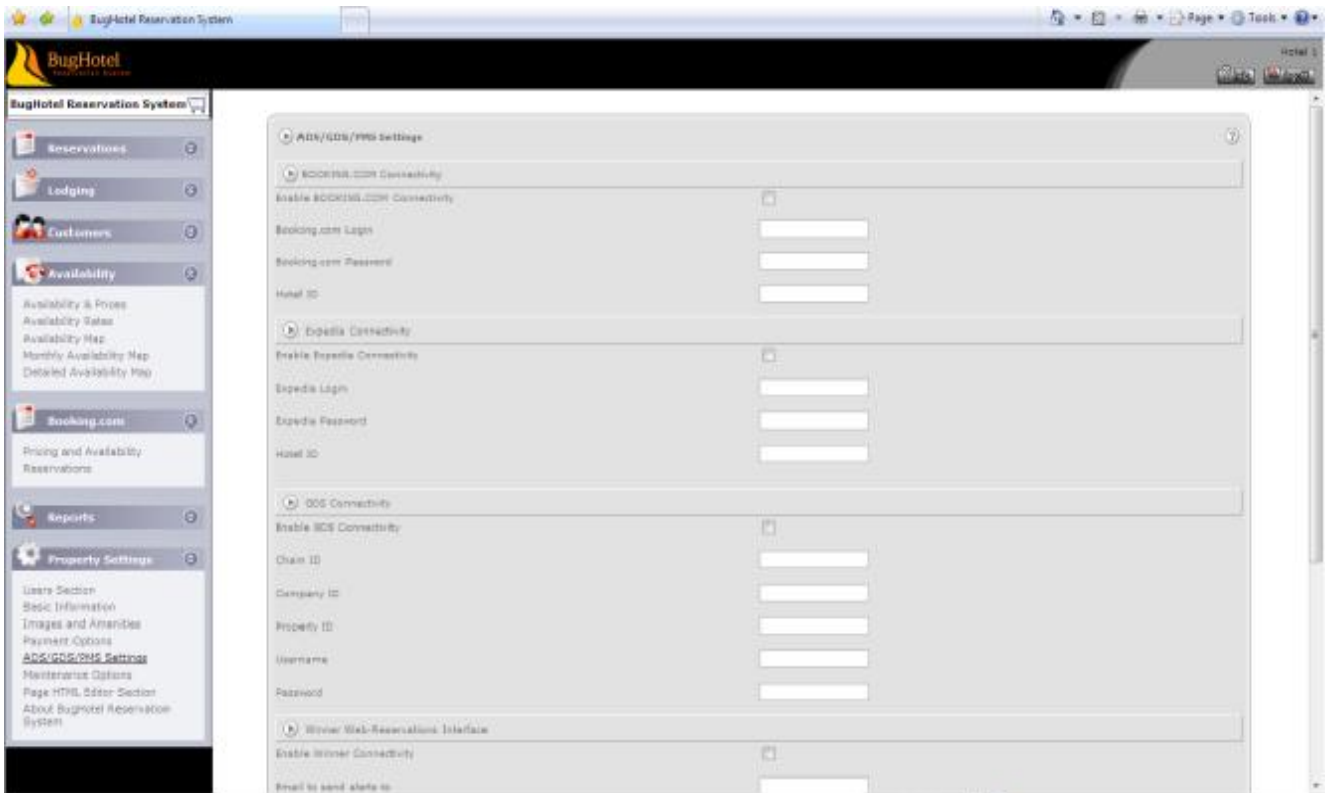


Because Booking.com 2-way interface is not configured you will get the following error message:

"Unable to continue, please make sure ADS/GDS/PMS settings are set in the hotelier interface and BOOKING.COM connectivity is enabled"



In order to configure the Booking.com 2-way interface please choose the option "ADS/GDS/PMS settings" under Property Settings tab and the following screen should appear:

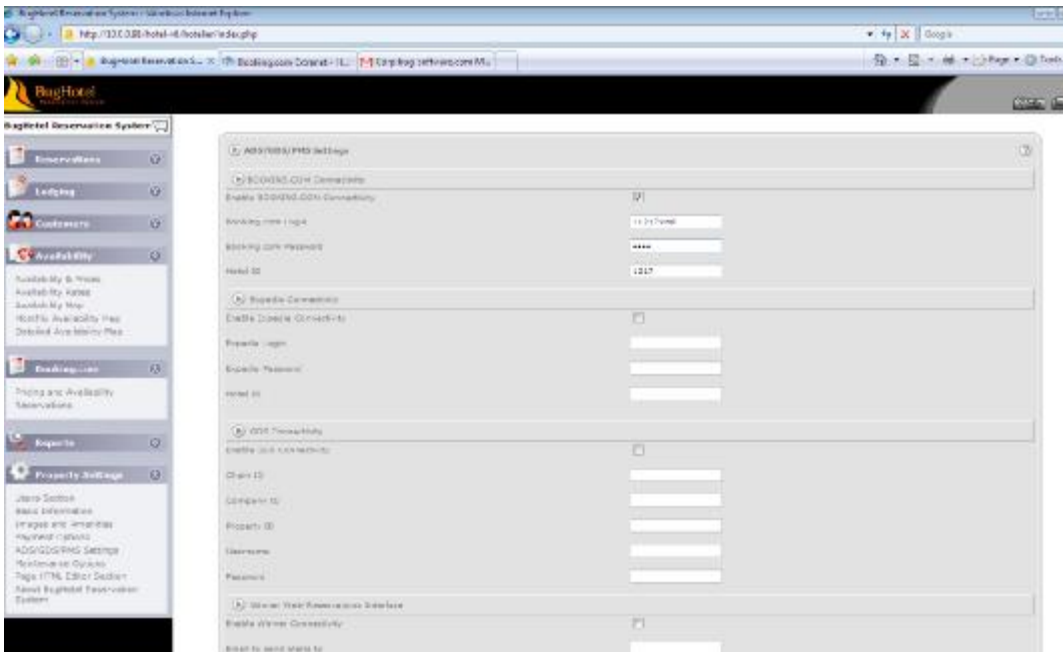


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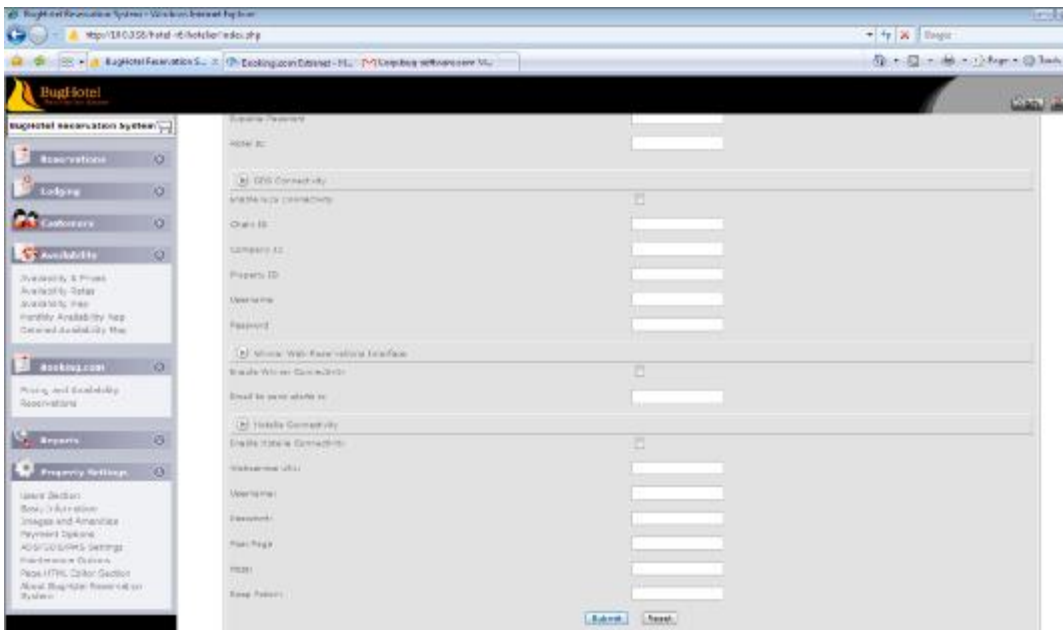
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In the ADS/GDS/PMS Settings option, check the checkbox "Enable BOOKING.COM Connectivity". Once checked, you will be prompted for Booking.com Login, Password and Hotel ID. These fields are the fields that Booking.com Hotel-XML <hotel-xml@booking.com> sent you and NOT the extra net login information. You need to input those fields and they are ALL required.



Once you have inputted the Booking.com Login, Booking.com Password and Hotel ID, browse down and hit Submit button.



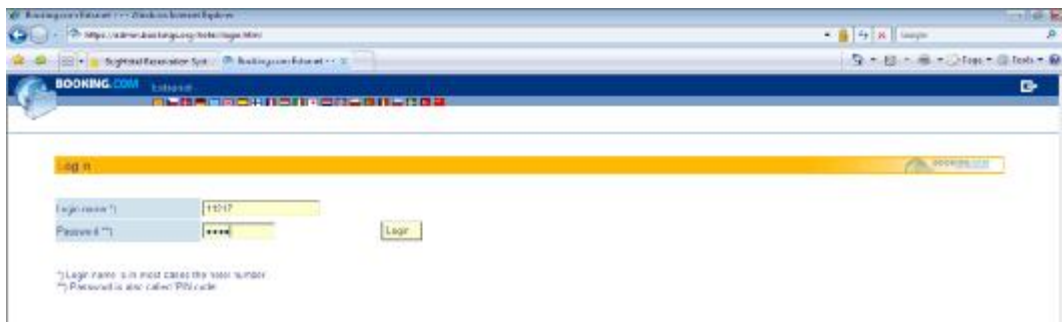


3. Login to Booking.com extranet and verify availability and rates update

In order to see if everything is working we are now going to login to Booking.com Extranet. To do so, login to Booking.com Extranet by going to <https://admin.bookings.org/> and click "Hotel Access please click here"



After, please enter your username and password and login to your account (This is the base login you use and that Booking.com has provided to you).

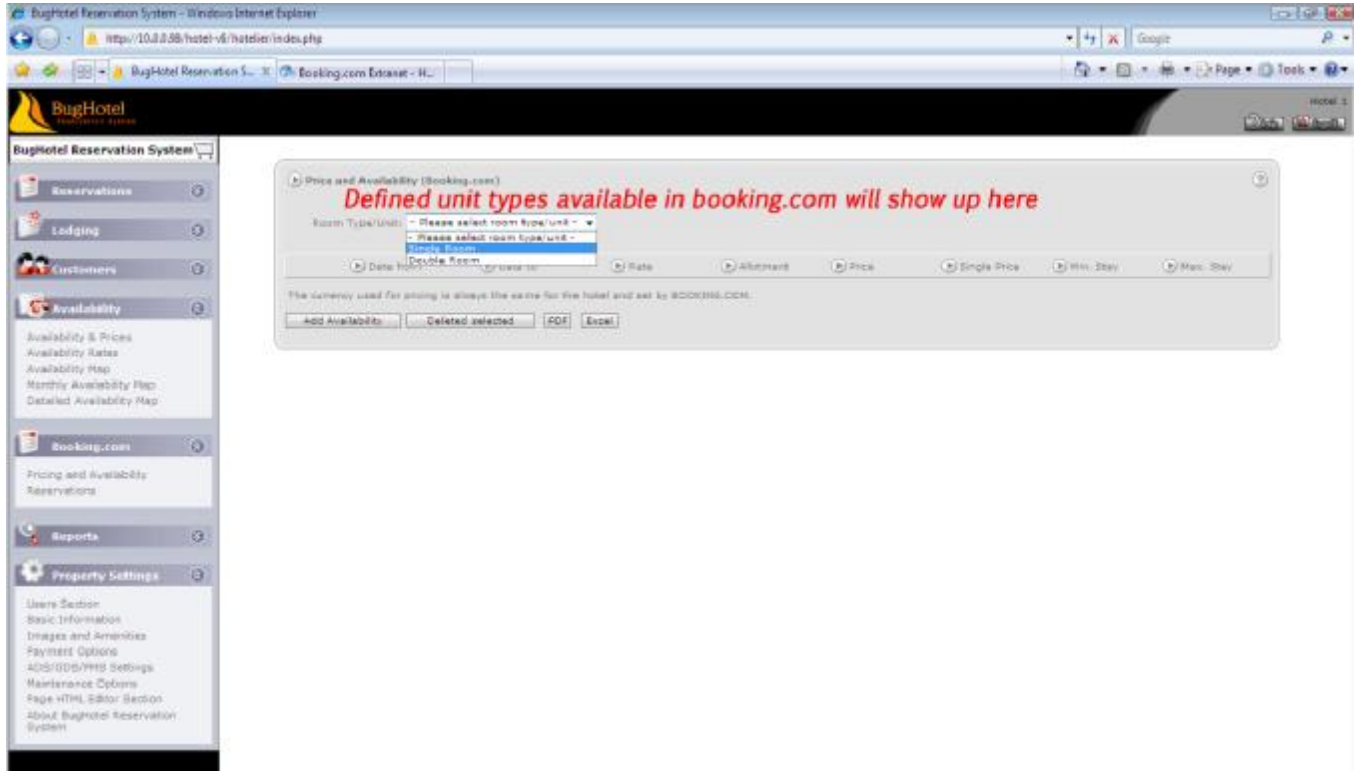


For testing purposes please leave Booking.com Extranet window open.



4. Updating pricing and availability

From the hotelier interface, click on Pricing and availability in the Booking.com tab. Then, select the room type you want to view/manage. In the example bellow, we will insert rates and availability for Single and Double Rooms

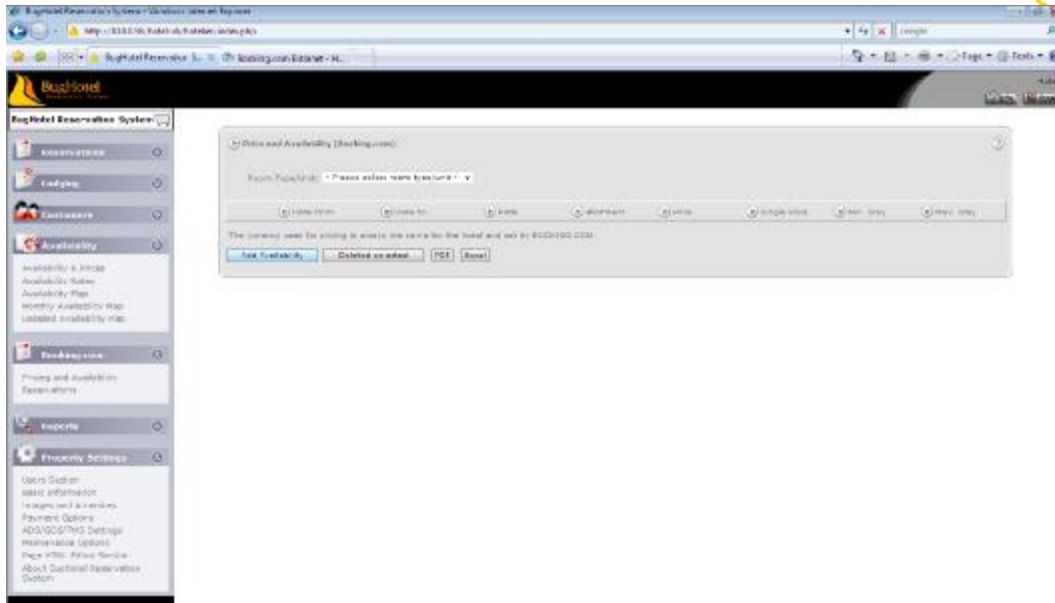


Click on "Add availability" button to add new rates and availability.

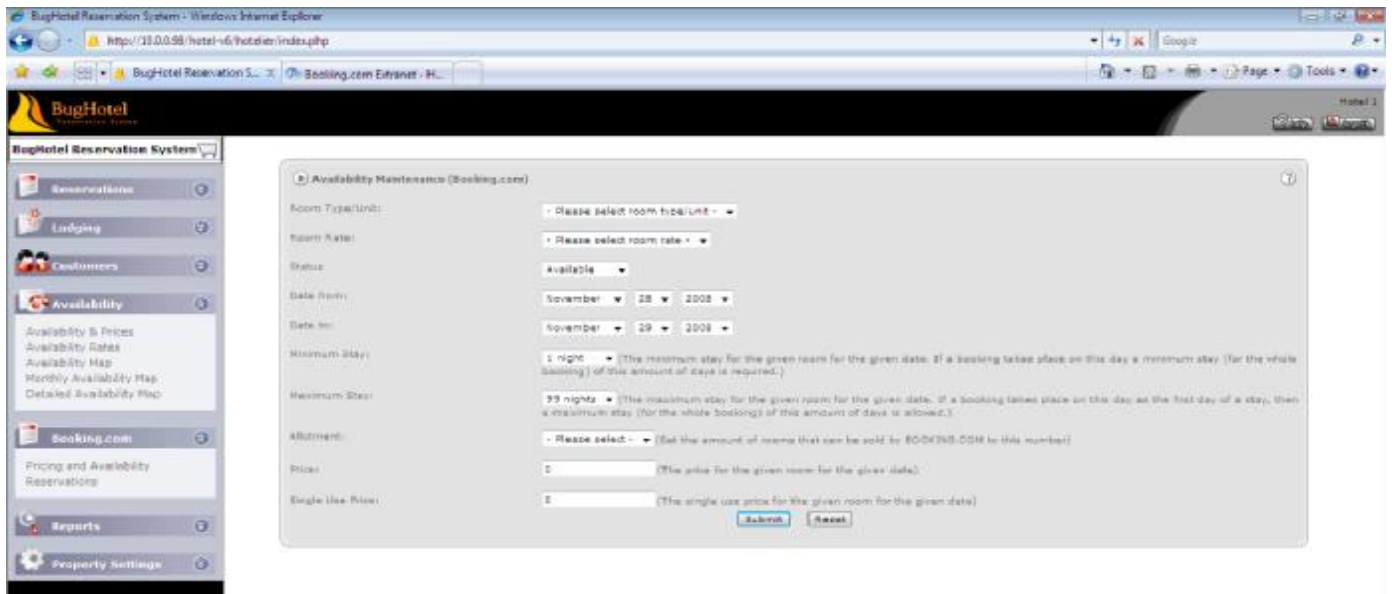
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After clicking the “Add Availability” button, the following screen shows up. You will then need to choose what Room Type/Unit you are adding availability and prices for (Select it from the drop down box). You will also need to select the dates, minimum stay, maximum stay, allotment and pricing. Below the image you will find a full description and list of ALL fields.



Room Type/Unit – The Room Type/Unit drop down box is used for selecting the room type/unit you are adding pricing and availability for.

Room Rate – The Room Rate drop down box is used by BugHotel Reservation System to update Booking.com rate category which you are updating.

Status – This field can be set to Available or Unavailable. If set to 1 (or 0), this room will be closed (or opened) for the given date for the given rate category. All other information (rooms to sell, price, etc) is preserved.



Date from - The date(s) which you are updating – This is the start date

Date to – The date(s) which you are updating – This is the end date

Minimum stay – The minimum stay for the given room for the given date for the given rate category. If a booking takes place on this day a minimum stay (for the whole booking) of this amount of days is required. Each day in a stay has a room and rate category ID associated with it. Each set of consecutive days with the same rate category in a stay, must comply with the minimum stay setting of each of those days in that set (as if it were a separate stay).

Maximum stay – The maximum stay for the given room for the given date for the given rate category. If a booking takes place on this day as the first day of a stay, then a maximum stay (for the whole booking) of this amount of days is allowed.

Allotment – This field is used to set the amount of rooms that can be sold by Booking.com to this number

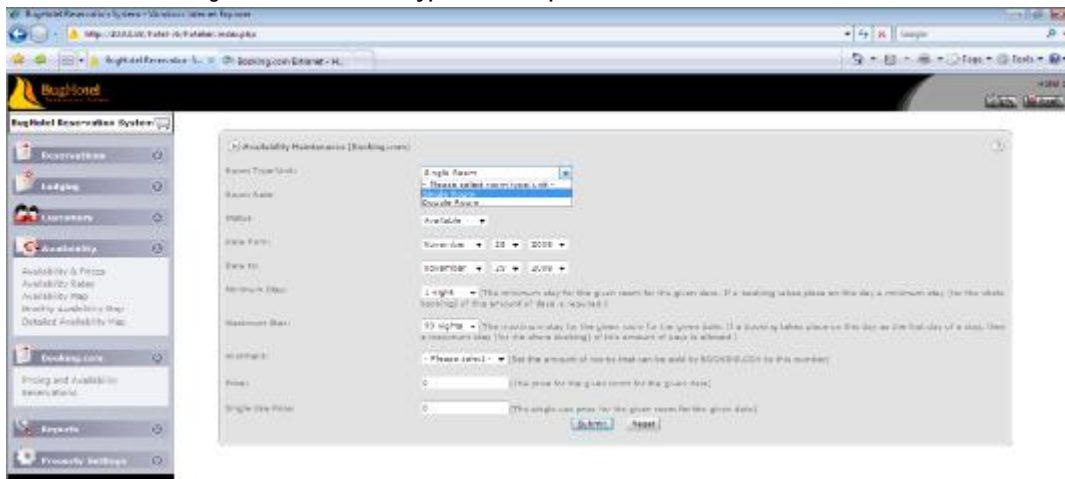
Price – This field is used to set the price. The price for the given room for the given date for the given rate category.

Single Unit Price – The single use price for the given room for the given date for the given rate category.

NOTE: The currency used for pricing is always the same for the hotel and set by Booking.com

The following screens illustrate the availability and pricing update for a single room.

a. We first select Single from the Room Type/Unit drop down box.



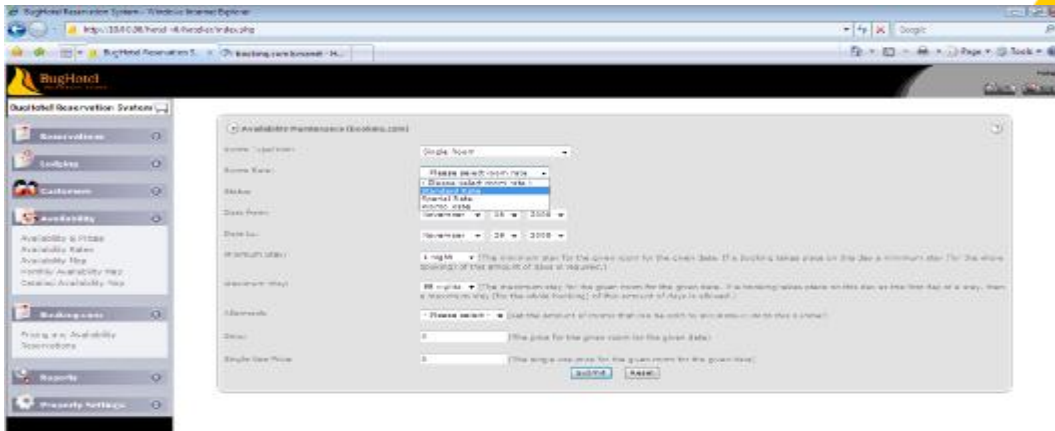
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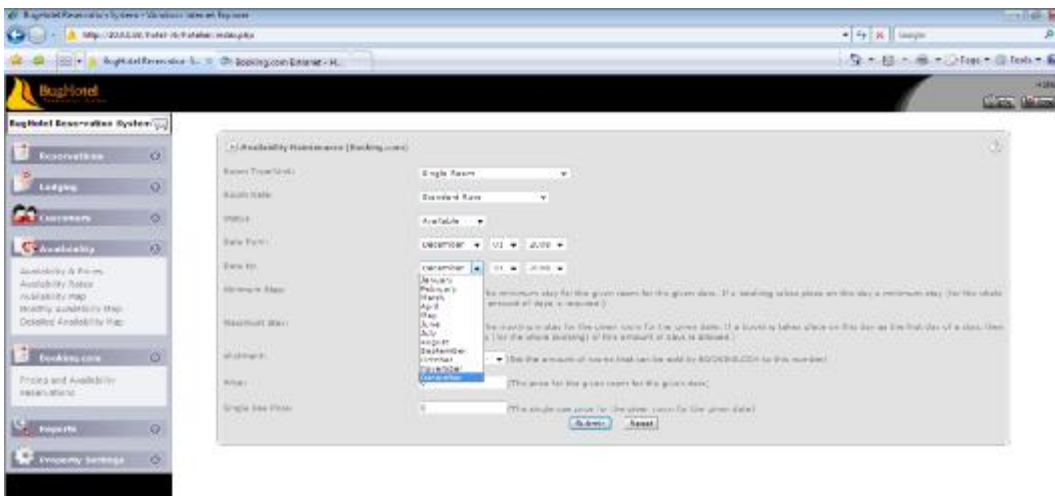
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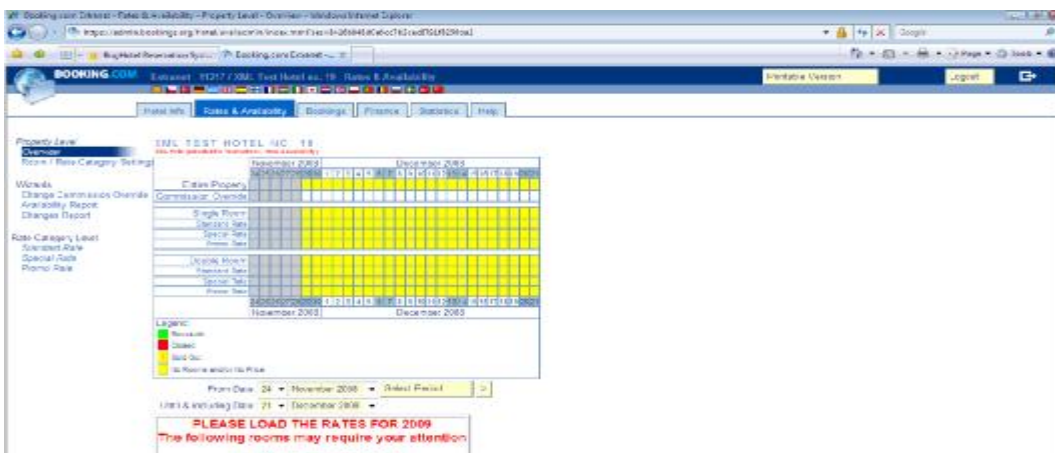
b. We then select the Room rate from the drop down box.



c. We then select Date from and date to (We are updating December 1 to December 31st)



d. We now login to Booking.com extranet availability window. As you can see in Booking.com extranet there is no availability for this hotel for December

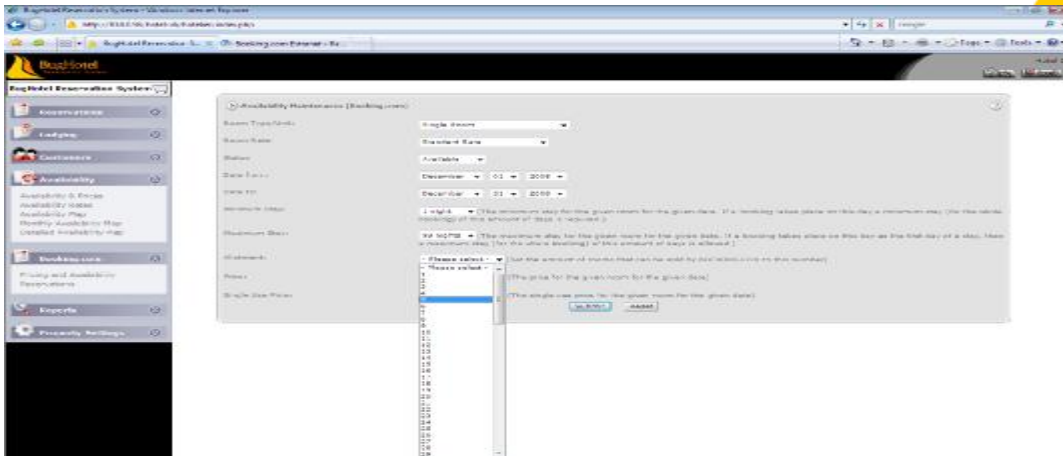


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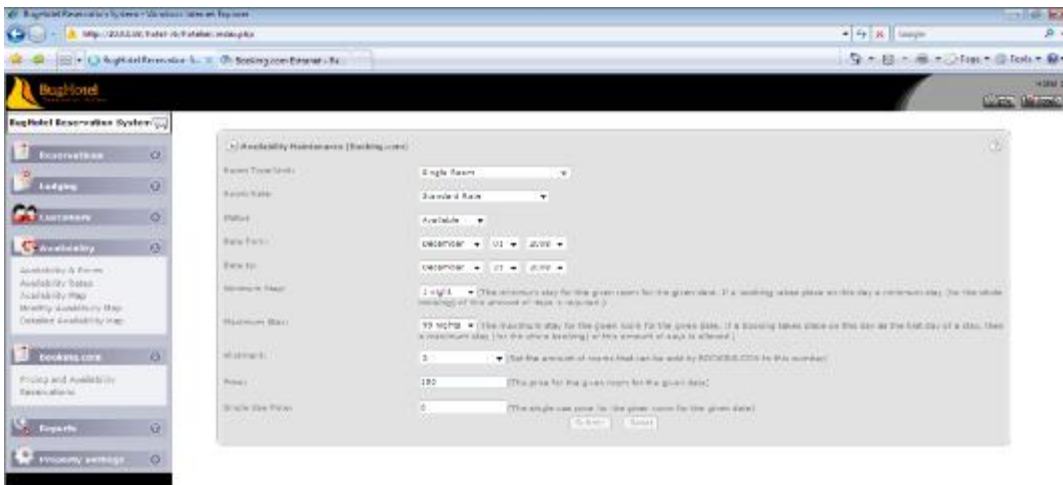
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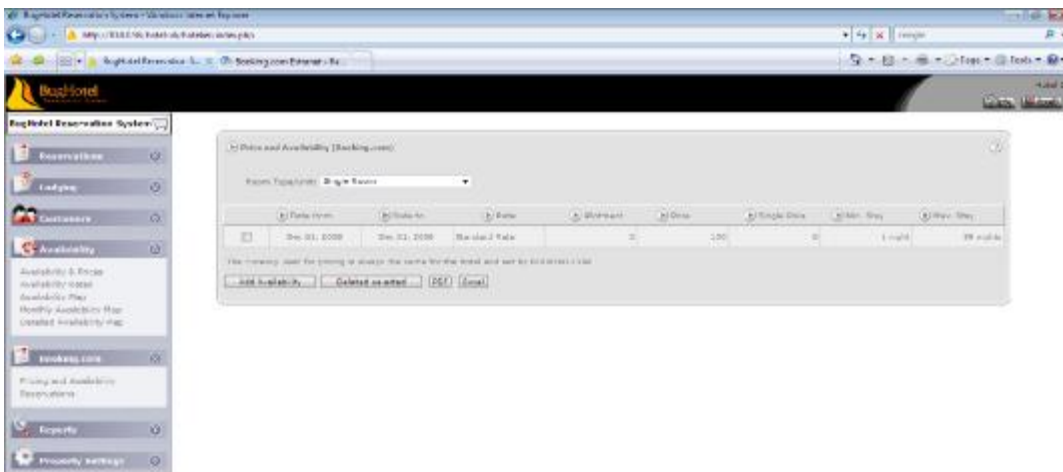
e. So, let's continue with the availability and pricing update in BugHotel Reservation System. (We select allotment)



f. We now input the prices and hit Submit



g. Once finished, you will be directed to Pricing and Availability list and you can see the inserted into prices and availability list



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h. We now go back to Booking.com extranet, refresh the Availability page and you will notice that it's updated too.



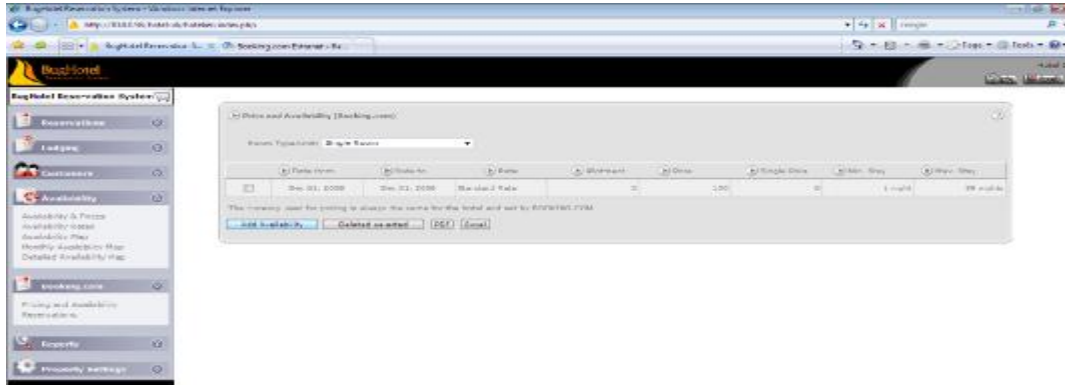
The screenshot shows the Booking.com extranet interface for "XML TEST HOTEL NO. 15". The main content is a calendar grid for November and December 2008. The grid is color-coded: green for available rooms, red for sold-out, and yellow for sold out. A red text overlay on the right side of the grid reads "Room Rate available IMMEDIATE in booking.com". Below the calendar, there is a legend and a warning box.

PLEASE LOAD THE RATES FOR 2009
The following rooms may require your attention

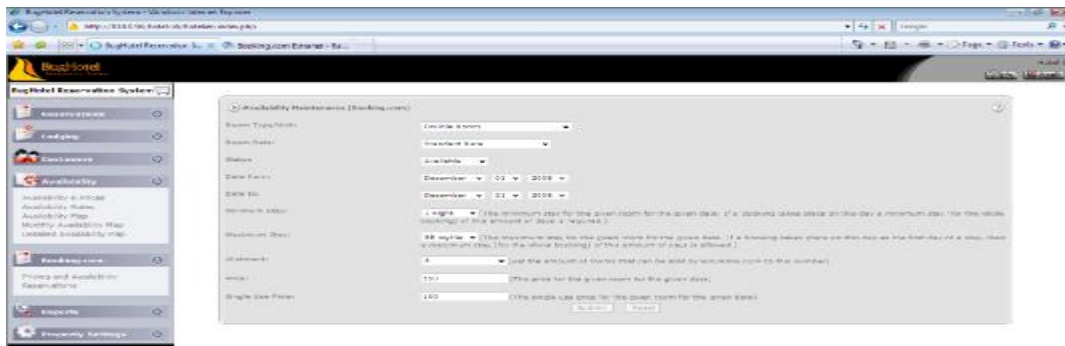
- Double Room Bookable until 2009-06-30
- Single Room Bookable until 2009-12-31



We are now doing the same for Double Room. We first click Add Availability.



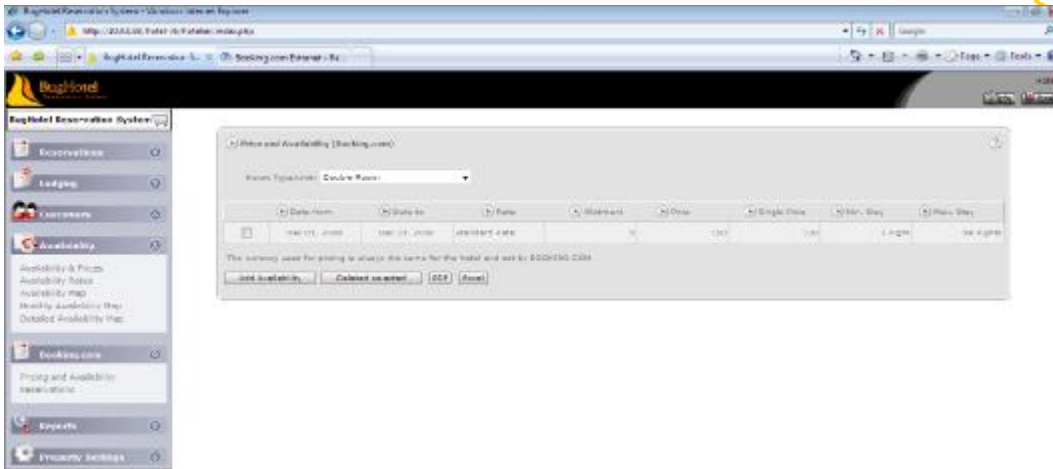
- Select Double Room from Room Type/Unit drop down box
- Select the Room Rate from the drop down box
- Set Status drop down box to Available (default)
- Select date from and date to (We are using Dec 1st to Dec 31)
- Select Minimum and Maximum stay
- Set Allotment
- Input the prices and hit Submit



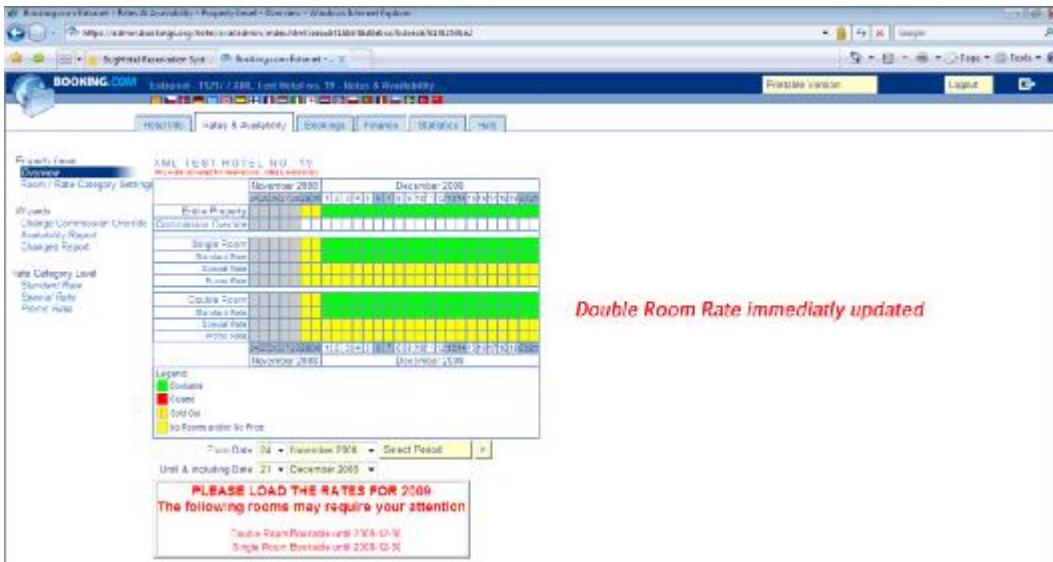
You will then be directed again to Pricing and Availability (Booking.com) reporting and the pricing and availability should be there.

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We go again to Booking.com extranet, refresh the availability page and you will see the rates for Double Room Rate automatically updated.



5. Fetching booking.com reservations



BugHotel Reservation System has a built in function to get new & modified (including cancelled) reservations from booking.com extranet.

In order to achieve the file bookingdotcom_cron.php needs to be executed and called periodically (e.g. every 10 minutes) to get a list of recently made (or modified) reservations and/or cancellations.

This file will then retrieve all reservations, send a notification to the hotel owner saying that there are reservations and he can see all it's information within the Reservations sections.

List Reservations (Booking.com)

	Res. Date	From	To	Room Type	Number of Guests	Total Price	Commission
<input type="checkbox"/>	2009-01-15	2009-02-04	2009-02-07	Single Room	1	EUR 255	EUR 25.50
	Buatten, Bernard	Elefrans 5858-B		Benidorm, ST79 7DH BR	0033319874	hotel-xml@booking.com	
<input type="checkbox"/>	2009-01-15	2009-02-03	2009-02-04	Suite	2	EUR 165	EUR 16.50
	Anez, Agita	Amazonia 88		Altea, sedT1xx AD	+1215 8487886436	hotel-xml@booking.com	
<input type="checkbox"/>	2009-01-15	2009-02-10	2009-02-19	Double Room	2	EUR 1327	EUR 132.70
	Diablo, Davine	Dakota 999		Demington, d - 6570 DE	896675328979	hotel-xml@booking.com	
<input type="checkbox"/>	2009-01-15	2009-02-15	2009-02-16	Single Room	1	EUR 339	EUR 33.90
	Clark, Cristopher	Carera 253		Cerk, C - 8657 KH	85665056565	hotel-xml@booking.com	

Reservations 1 - 20 of 0 Show (1)

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Within this section (List Reservations (Booking.com)), you can see a list of all existing booking.com reservations. If you click on any of the reservations you will be driven to the total detail of the reservation.

View Reservation: XML_test_hotel_240

Customer Information		Reservation Information	
Buatten, Bernard	Elefrans 5858-B	Reservation #	57
Benidorm	ST79 7DH	Reservation Date	01/15/2009
BR	hotel-xml@booking.com	Reservation Updated	01/14/2009
0033319874		Booking.com Reservation Id	127019208
		Reservation Created	2009-01-15
		Status	new
		Total Price	EUR 255
		Booking.com commission	EUR 25.50

Reservation Status

Reservation Status: New Reservation

Payment Status: Awaiting Payment

Agent: Direct Reservation

Special Request Information

TEST TEST TEST TEST TEST TEST TEST TEST TEST TEST TEST TEST

Check In	Check Out	Unit Type	# Guests	Guest Name	Commission	Total
2009-02-04	2009-02-07	Single Room	1	Buatten	EUR 25.5	EUR 255

Bath, Air Conditioning, Balcony

Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extrabed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycoats in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged.

Smoking preference: Smoking

Reservation Total	
Commission	EUR 25.50
Total Price	EUR 255
Total Revenue	EUR 229.5

The following reservation details are displayed to the operator:



- All customer information (First name, last name, country, city, phone, email, etc...)
- Booking ID
- Total price of the booking
- Booking.com commission
- Total revenue for the reservation
- Special requests made by the customer to booking.com
- Check In and Check Out Details
- Unit Type(s) – the reservation can have one unit reservation or multiple units
- Number of guests
- Guest name
- Taxes, smoking preferences and amenities

View Reservation: XHL_test_hotel 240

Customer Information		Reservation Information	
Diablo, Davina		Reservation #	55
Dakota 999		Reservation Date	01/15/2009
Darrington		Reservation Updated	01/16/2009
d - 4370		Booking.com Reservation Id	127667232
DK		Reservation Created	2009-01-15
hotel-xml@booking.com		Status	new
896676530979		Total Price	EUR 1327
		Booking.com commission	EUR 132.70

Reservation Status	
Reservation Status	New Reservation
Payment Status	Awaiting Payment
Agent	Direct Reservation

Special Request Information	
D - Test	

Check In	Check Out	Unit Type	# Guests	Guest Name	Comission	Total
2009-02-15	2009-02-18	Double Room	2	Diavolo	EUR 44.9	EUR 449
Bath, Air Conditioning, Balcony						
Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extrabed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycoots in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged.						
Smoking preference: Non smoking						
2009-02-15	2009-02-15	Double Room - Single Use	1	Diablo	EUR 42.9	EUR 429
Bath, Air Conditioning, Balcony						
Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extrabed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycoots in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged.						
Smoking preference: Non smoking						
2009-02-15	2009-02-15	Double Room	2	Donatelo T.M.H.T	EUR 44.9	EUR 449
Bath, Air Conditioning, Balcony						
Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extrabed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycoots in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged.						
Smoking preference: Smoking						

Reservation Total	
Comission	EUR 132.70
Total Price	EUR 1327
Total Revenue	EUR 1194.3

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Some notes for the system administrator and hotel manager to take in consideration:



- If the xml connection fails or if a booking is outstanding to long (> 1 hour), BOOKING.COM will sent the reservation to the hotel by fax. This is done for security, to prevent that a guest is showing up or contacting the hotel without that the hotel is informed about the reservation. The reservation will however still be retrievable by xml.

6. Cancelled Reservations



Cancelled reservations are displayed in red in the List Reservations, the reservations cancelled are sent from booking.com to the BugHotel Reservation System task manager.

Res. Date	From	To	Room Type	Number of Guests	Total Price	Commission
2009-01-10	2009-02-04	2009-02-07	Single Room	1	EUR 250	EUR 25.00
Guest: Buxton, Bernard Address: Weikens 5853-B Location: Barendse, BT79 7DH BR Phone: 0033319874 Email: hotel-oml@booking.com						
2009-01-15	2009-02-05	2009-02-04	Suite	2	EUR 155	EUR 16.50
Guest: Ames, Agre Address: Amazonas 88 Location: Altea, 98021st AD Phone: +3516 8467898458 Email: hotel-oml@booking.com						
2009-01-15	2009-02-15	2009-02-19	Double Room - Single Use	1	EUR 1327	EUR 132.70
Guest: Diabls, Devins Address: Dakota 999 Location: Demington, d - 0578 DK Phone: 890676039979 Email: hotel-oml@booking.com						
2009-01-10	2009-02-15	2009-02-16	Single Room	1	EUR 0	EUR 0
Guest: Clark, Christopher Address: Camera 253 Location: Zolt. C - 5527 KH Phone: 5888888888 Email: hotel-oml@booking.com						

Reservations 1 - 20 of 8 Shown (1)

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If a user clicks on the cancelled reservation he will see reservation details and status as Cancelled

Check In	Check Out	Unit Type	# Guests	Guest Name	Commission	Total
2009-02-13	2009-02-14	Single Room	1	New guest name II	EUR 8.9	EUR 89
Bath: Air Conditioning, Balcony Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extra bed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycries in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged. Fee: per guest 2 non-refundable to non-paid 85 to 89 Smoking preference: Non smoking						
2009-02-16	2009-02-19	Suite	1	Delma	EUR 95.0	EUR 100
Bath: Air Conditioning, Balcony Taxes: VAT is included. Service charge is included. City/tourist tax is not applicable. Breakfast: Breakfast is included in the room rate. Children and extra bed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babycries in a room is 1. Deposit: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged.						

7. Modified Reservations



Every time a reservation is modified in booking.com, the BugHotel Reservation System Task Manager get's a notification and its update internal reservation.

View Reservation: X001_test_hotel_340

Customer Information

Diabolo, Davina
 Dakota 999
 Demington
 d - 6370
 DK
 hotel-wm@booking.com
 856676338975

Reservation Information

Reservation #	8
Reservation Date	01/26/2009
Reservation Updated	01/26/2009
Booking.com Reservation Id	123667201
Reservation Created	2009-01-15
Status	modified
Total Price	EUR 1317.00
Booking.com commission	EUR 121.75

Reservation Status

Reservation Status: New Reservation
 Payment Status: Awaiting Payment
 Agent: Direct Reservation

Special Request Information

D - Test

Check-In	Check-Out	Unit Type	# Guests	Guest Name	Comission	Total
2009-02-19	2009-02-19	Double Room - Single Use	1	Glenysia	EUR 43.99	EUR 439.9
Bath, Air Conditioning, Balcony Taxes: VAT is included, Service charge is included, City/tourist tax is not applicable, Breakfast: Breakfast is included in the room rate. Children and extra bed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babybeds in a room is 1. Deposits: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged. Last 7 99% or 119 € to 1 per Smoking preference: Non smoking						
2009-02-19	2009-02-19	Double Room	2	Conceição (MUL)	EUR 44.0	EUR 440
Bath, Air Conditioning, Balcony Taxes: VAT is included, Service charge is included, City/tourist tax is not applicable, Breakfast: Breakfast is included in the room rate. Children and extra bed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babybeds in a room is 1. Deposits: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged. Smoking preference: Smoking						
2009-02-19	2009-02-19	Double Room - Single Use	1	Renata (MEX)	EUR 42.9	EUR 429
Bath, Air Conditioning, Balcony Taxes: VAT is included, Service charge is included, City/tourist tax is not applicable, Breakfast: Breakfast is included in the room rate. Children and extra bed policy: All children are welcome. One child under 4 years stays free of charge when using existing bedding. Maximum capacity of extra beds/babybeds in a room is 1. Deposits: No deposit will be charged. Cancellation policy: If cancelled up to 1 day before the date of arrival, no fee will be charged. Smoking preference: Non smoking						

Reservation Total

Comission	EUR 121.75
Total Price	EUR 1317.00
Total Revenue	EUR 1195.25

8. BugHotel Reservation System Task Manager/Cron Job



In order for BugHotel Reservation System to get notifications from Booking.com extranet, BugHotel Reservation System Task Manager needs to be run in background.

The file for BugHotel Reservation System Task Manager/Cron Job is called `bookingdotcom_cron.php`

This function file (`bookingdotcom_cron.php`) should be called periodically (eg. every 10 minutes) to get a list of recently made (or modified) reservations and/or cancellations.

If the BugHotel Reservation System Task Manager fails or if a booking is outstanding to long (> 1 hour), BOOKING.COM will sent the reservation to the hotel by fax. This is done for security, to prevent that a guest is showing up or contacting the hotel without that the hotel is informed about the reservation. The reservation will however still be retrievable by the BugHotel Reservation System Task Manager when it's executed.