



Extranet Training Guide

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Logging Into the Extranet

To log into the extranet, open up your internet browser and enter in the address below. You will be directed to the Orbitz Worldwide Extranet where you will enter in your username and temporary password sent to you via e-mail. We recommend that you copy and paste the temporary password directly into the password field; our extranet is case sensitive.) If you did not receive your user information or if you need assistance logging in, please contact us at 866-925-6700. Once you have entered in your user information, click on the SIGN IN button. You will be directed to the Orbitz for Hotel Summary Page (below).

Orbitz Worldwide Extranet Address: <http://extranet.orbitz.com/>

Orbitz Worldwide Distribution Center Status Summary:

You will land on the **Orbitz Worldwide Distribution Center Status Summary** page every time you log into the extranet. This page contains all of the tabs and links used to navigate throughout the extranet.

Tabs

Links

| Status type | Status | Comments | Actions |
|----------------------|-------------------|--|-----------------------------------|
| Overall | OFFLINE | Property's inventory is NOT available. | Call Orbitz QA to take it online. |
| Confirmations | No unfilled | No unfilled confirmations exist for this property. | None. |
| Promotions | No submitted | There are no new submitted promotions awaiting approval for this property. | None. |
| Distribution Channel | Selected channels | Land Rates Available Channels: | |
| Content | Submitted | Changes have been submitted to the Orbitz QA. OMH content is NOT in sync with selected channels | Make More Changes |
| Inventory | n/a | Inventory stored and managed in OMH. | None. |

The **TABS** on top of the page take you to the main page of the corresponding area listed on the tab. The links below the tabs take you to a specific subcategory within the highlighted tab.

MAKE MORE CHANGES: Whenever you log into the extranet to make “content” changes (this **ONLY** applies to changes made within the PROFILE TAB) you must:

1. Click on "**MAKE MORE CHANGES**" button
2. GO to the page where you want to make your changes and update the information.
3. Save your changes at the bottom of the page you are working on prior to leaving the page.
4. When you save your changes you will be taken back to the **Orbitz for Hotel Summary** page where you will need to **Submit** your changes so they can be reviewed prior to being displayed on any Orbitz Worldwide distribution channels.
5. Your submitted changes will be reviewed and approved within 24 hours



Profile Tab:

Taxes:

Here is where you will manage your hotel's property level and room level taxes.

You can view the list of existing taxes at the top of the page and choose to edit them by clicking the Tax Type link.

If creating a new tax entry, click on the Create New button and proceed to the Add/Edit Taxes section. Here, you will select your tax type in the drop down box at the top (State, County, City, Local), choose how you would like them applied (Per Night, Per Person Per Night, Per Stay, Per Person Per Stay), what level (Property or Room) and then enter the tax amount in the corresponding box, either as a % or a monetary value. The "Property Level" taxes are those taxes that apply to ALL rooms, "Room Level" taxes meaning those taxes that are applied to a specific room type. **If you have created a Room Level tax, you will also need to navigate to the Room Type Setup page and assign this tax to the specific Room Type.**

If you wish to set up taxes to begin or end in the future, populate the Effective Date or End Date within the Specific Dates section. When setting an Effective Date, please keep in mind that the tax will be based on the customer STAY dates, not the booking dates, so the tax will be collected for any booking made with stay dates starting after 12:00 AM (0:00) of the Effective Day. If you set up an End Date, the system will collect the tax for any bookings that occur up until 11:59 PM (23:59) of that date.

For seasonal or reoccurring taxes, navigate to the bottom of the page to the Month Range section and enter a range(s). You have the ability to create up to 4 unique date ranges witch will occur during the same dates each year. The Month Range cannot be used concurrently with the Effective and/or End Dates.

test thomas

Any property level taxes and charges specified below will be applied to a property's rates automatically.

Taxes List

(Click Tax Type in the table to edit tax details in the section below)

[Show Active](#) [Show All](#) [Show Inactive](#)

| Select | Tax Type | Application | Level | Amount | Start Date | End Date | Month Range | Status |
|--------------------------|---------------------------|-------------|----------|---------|--------------|--------------|-------------|--------|
| <input type="checkbox"/> | State tax | Per Night | Property | 11.00 % | Oct 13, 2009 | Jun 30, 2010 | No | Active |
| <input type="checkbox"/> | State tax | Per Night | Property | 13.00 % | Jul 01, 2010 | N/A | No | Active |

← List of existing taxes

[Delete](#) [Inactivate](#) [CREATE NEW](#)

Add/Edit Taxes

Add a new tax or edit an existing tax in the section below. All the fields are mandatory.

*Tax/Charge Type:

*Tax Application:

*Level:

*Tax/Charge Amount: 13.00 % 0.00 USD

Dates:

Specific Dates:

Effective Date: N/A: Jul 1 2010

End Date: N/A: Oct 13 2009

Month Range From Jul 1 To Oct 13

Specify reoccurring date ranges →

Specify the Effective Date or the End Date ←

* Indicates required field

[Save](#) [Clear](#)



Fees:

By clicking on the Fees link in the Profile tab, you will be able to view a list of all the fees that have been created for the property. To view the Fee Details, click on the Fee Name in the list box and all the information related to that specific fee will be displayed below.

Fee Name Link

Fees List

(Click on Fee name to see details of fee)

List Fees

| Name | Fee Type | Application | Amount | Taxable | Charged At | Status ▾ |
|------------------------------|------------|-------------|----------|-------------|------------|----------|
| Cleaning Fee | Maid Fee | Per Stay | USD 5.0 | Non-taxable | Checkout | ACTIVE |
| Resort Fee | Resort Fee | Per Night | USD 10.0 | Non-taxable | Checkout | ACTIVE |

Amenities:

1. Click on '**Amenities**' link located directly underneath the "**Profile**" tab.
 - This Amenities function is for search purposes only as this is NOT a complete list of all the amenities at your hotel.
 - When a guest is looking for a hotel in your area and selects certain amenities to search hotels by, your property will pop up if the selected amenities apply at your hotel.
2. Checked boxes indicate amenities that are at your property.
 - Additional Amenities refers to any amenities your property has that are not listed here.

Photos:

1. Click on the "**PHOTOS**" link located directly underneath the "**PROFILE**" tab.
2. This page allows you to upload 50 images that will be used on the Orbitz.com property details screen. Those image types are: Property logo, thumbnail photo, exterior photos, room photos, restaurant photos, amenity photos and recreation photos.
3. The extranet allows for one logo, one thumbnail photo and 8 of each of the other photo types.
4. You can add or change your photos at any time by e-mailing your new photos (recommended) to hotelsupport@orbitz.com or by adding them in yourself.
 - To add a photo you must delete the existing photo (if one exists) first by checking the **Check to Delete** box first and then click the orange **SAVE** button at the bottom of the page.
 - Next, you will then select the button adjacent to the photo type you want to add. Then select the photo on your computer and click the **OPEN** button. Repeat this for all the photos you wish to change and then click on the **SAVE** button at the bottom of the screen once you are finished
 - All photos must be in a .gif or .jpeg photo format. And no larger than 300 X 300 pixels
 - Please **DO NOT** change the exterior photo. You **MUST** e-mail any exterior photos to hotelsupport@orbitz.com with your hotel name in the subject line along the word "Photo" and we will add the photo in for you.



Descriptions:

Property

The first 35 (approx) words of the text entered below will appear in the search results with the complete description displayed on the details screen. Character limit: 4000

Located in the center of Waikiki - The OHANA East is a 445-room first class hotel, short stroll to Waikiki Beach. The hotel features three restaurants, pool, whirlpool spa, meeting rooms, fitness room and business center. The hotel is convenient to the Diamond Head side of Waikiki, Kapiolani Park, Zoo and Aquarium. Jog along the Ala Wai, visit the Princess of

Rooms

Below is an example of how a room description will appear on-line. "Suite" is the text entered into the "name / type" field and the text that follows is the text entered in the "description" field:

Suites: All suites have individual heat and A/C and are decorated in relaxing earth tones.

| Name / type | Description (character limit: 1000) |
|-------------------|--|
| Two Bedroom Suite | Ocean View Suite 1 king or 2 queen beds, balcony, Kitchnette includes stovetop/oven, refrigerator, |

Please review all of this information for grammar, spelling and accuracy and make any necessary updates.

1. Click the **"Descriptions"** link located directly underneath the **"Profile"** tab.
 - a. This page is a digital brochure for your property (please note that text boxes have character limits).
 - b. The Property section should be a complete overview of your hotel as these are the main promotional points for Orbitz Worldwide customers.
 - c. The Room section allow you to give details about your room types you are offering on Orbitz such as square footage, general amenities, and bedding for each room type (Note: Room names should match those in the **"Inventory"** section).
 - d. **NOTE: The Amenities section will be removed shortly; any information added in this section will not be displayed on any of OWW sites.** The Amenities section should include a complete list of **ALL** your hotel's amenities. This should include all of the amenities listed in the 'Amenities' section under the profile tab as well as all other amenities at your property.
 - e. The Dining section can include on-site or off-site restaurants and should include such descriptions as cuisine type; hours of operation and location (please include distance from hotel if the restaurant is off-site).
 - f. The Meeting section should include the square footage for your meeting rooms and additional amenities of the meeting space such as audio-visual or any additional services.
 - g. The Location section includes three separate areas:
 - i. **Areas served:** should include all small and large cities within a 15-mile radius of your hotel.
 - ii. Area airports: should include all small and large airports that serve the hotel
 - iii. **Location description:** should include a general description of the area around your hotel, including local attractions such as museums, amusement parks, recreation, etc.
2. Click the **Save** button located at bottom of screen once you have completed any changes to your descriptions.



Inventory Tab:



Rate/Room Type Combinations

- Click the **ALLOCATION AND PRICING** link that corresponds with the room type that you want to view. This link is found in the middle of the blue box in the center of the screen.

| Rate / room types | Rate / Room code | Status | Allocation and pricing | Room tax / charge applied |
|--|------------------|--------|--|---------------------------|
| Standard | 123 | active | | |
| Three Bedroom Suite - 2 king bed and 2 twin bed and 1 sleep sofa | 6828 | active | allocation and pricing | --- |

Add room: **No more rooms available to be added** Edit existing room type in [Room type setup](#).

- What is displayed next is the weekly calendar. This will display the current week first and always with in a Monday through Sunday format.



Inventory Functions

Single week view | [Multi-week view](#) Q

◀ [Previous week](#) 19 April, 10 - 25 April, 10 Select Week: Apr 26, 2010 - May 02, 2010 FIND

| | Mon, Apr 26, 2010 | Tue, Apr 27, 2010 | Wed, Apr 28, 2010 | |
|--|-------------------|--|--|--|
| Allocation | | | | |
| A → | Dynamic rooms | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> |
| B → | Static rooms | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> |
| C → | Rooms sold | 0 | 0 | 0 |
| D → | Rooms avail | 4 | 4 | 4 |
| Pricing | | | | |
| E → | Single | <input type="text" value="100.00"/> EUR | <input type="text" value="100.00"/> EUR | <input type="text" value="100.00"/> EUR |
| | Double | <input type="text" value="150.00"/> EUR | <input type="text" value="150.00"/> EUR | <input type="text" value="150.00"/> EUR |
| | Triple | <input type="text" value="170.00"/> EUR | <input type="text" value="170.00"/> EUR | <input type="text" value="170.00"/> EUR |
| | Quad | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| | Extra adult | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| F → | Range 1 (0 - 2) | <input type="text" value="15.00"/> EUR | <input type="text" value="15.00"/> EUR | <input type="text" value="15.00"/> EUR |
| | Range 2 (3 - 10) | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| | Senior | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| G → | Rt Pkg discount | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % |
| H → | Day Pkg discount | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % |
| Stay Settings Click the + icon to enter Stay Settings details for Static rooms | | | | |
| I → | Min LOS | <input type="text" value="none"/> + | <input type="text" value="none"/> + | <input type="text" value="none"/> - <input type="text" value="none"/> |
| J → | Max LOS | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> |
| K → | Adv Purchase | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> |
| L → | Release Time | <input type="text" value="0 days"/> | <input type="text" value="0 days"/> | <input type="text" value="0 days"/> |
| M → | CTA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| N → | CTD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| O → | Stop Sell | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

P →

Allocation

- A. **Dynamic Rooms:** This number represents the total number of dynamic rooms available for booking on Orbitz Worldwide branded web sites. If you want to reduce your available rooms, you will subtract the number of rooms you want to remove from the number in the box, leaving the



remaining rooms (i.e. You have 10 rooms and you want to remove 5 so you will change the number in the top box to 5). To add rooms you do the opposite, adding the number of room to the number in the box leaving the new total.

- B. **Static Rooms:** This number represents the total number of static rooms available for booking on Orbitz Worldwide branded web sites. Rooms within this allocation bucket can't be adjusted. Static room allocation will be decremented before the dynamic room allocation.
- C. **Rooms Sold:** This will identify the total number of rooms sold from the allotted allocation for each calendar day. The total number will include both Dynamic and Static number of rooms.
- D. **Rooms Available:** This will identify the total number of rooms still available to sell for each calendar day. The total number will include both Dynamic and Static number of rooms.

Pricing

- E. **Single, Double, etc.:** These are the **NET** rates for each room. **All** dates must include single and double rates. For rooms with triple or quad occupancy you must either fill in the triple and quad rates or enter in an extra person charge if one applies at your property. Failure to enter in this information for triple and quad will result in double rates being applied for Triple and Quad rooms.
- F. **NEW! Age based pricing and senior pricing:** These are **NET** rates for each room that are specifically set up for child and senior age ranges. Rows for each age range are dynamic and reflect the settings from the Rate Type Setup page.
- G. **Pkg. discount:** This is the percentage discount that will be applied to your package rates. The value displayed will reflect what has been set up on the Rate Type Set page. You also have the option to build separate rates and inventory for packaging. If you would like to build separate rates and inventory for packaging please contact your local Market Manager.
- H. **Daily Package Discount:** This field allows you to override the Rate Level Package discount by providing a daily override. By using this field, you have the option to modify it at a daily and/or weekly level. Setting this field to 0 will eliminate any package discount from being applied on that date.

Stay Settings

- I. **Min LOS:** This is a stay restriction you can set for up to 25 days (i.e. - a 2 night setting requires a booking of at least 2 nights). If the check-in day has a min LOS and the stay days are equal to or greater than the number of min LOS nights, rooms will be available. If stay days are less than the min LOS number, rooms are unavailable.
- J. **Max LOS:** This is a stay restriction you can set for up to 25 days (i.e. - a 10 night setting requires a booking of no more than 10 nights). If the check-in day has a max LOS and the stay days are equal to or less than the number of max LOS nights, rooms will be available. If stay days are greater than the max LOS number, rooms are unavailable. The default value displayed in this field for each day will reflect what has been set up at the property level.
- K. **Adv Purchase:** This is your advance reservation setting (i.e. - 2 days requires a 2 day advance reservation on ALL bookings). A customer is required to search and book for stays prior to the advance reservation days loaded for any of the stay dates. If multiple days within a stay range have an advance reservation requirement, the consumer's search must be far enough in advance to cover the longest advance reservation setting.
- L. **Release Time:** This setting releases your inventory once the allotted time setting has been reached. Currently, release time is based on 8:00 P.M. local hotel time. The property will show



unavailable if a release time is set. For example: A 1 day release time for today's date means that the rooms are available for booking up until 4pm yesterday. A 0 day release time is the same as not having any release period.

- M. **CTA:** Closed to Arrival: If check-in day has a CTA on it, property is unavailable. If a stay through includes CTA, rates will be available.
- N. **CTD:** Closed to Departure: If check-out day has a CTD on it, property is unavailable. If a stay through include CTD, availability is not affected.
- O. **Stop Sell:** Check this box to close out your inventory for a particular date. Any and all stay dates that include a stop sell make the room unavailable. Stop sells implemented for any day immediately go into effect for a stay date range that includes that stop sell day.
- P. **Expand/Collapse** ( , ): Clicking on this box will expand the Stay Setting section to allow you to view the settings for the Static rooms. The same values are available for Static rooms as Dynamic (Min LOS, Max LOS, Advanced Purchase, Release Time, CTA, CTD and Stop Sell).
- Q. **Navigation Tools:** All the navigation tools are found in the blue boarder that sits on top of the weekly calendar:
 - **Previous Week:** navigates to the week prior
 - **Next Week:** navigates to the following week
 - **Select Week:** This drop down box allows you to navigate to a specific week. Drop the box down, select your week and then click the FIND button.

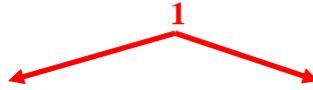
Making Inventory Changes

There are three ways to make changes to your rates and inventory:

- **Single Week change:** Navigate to an individual week using the navigation tools located in the "blue" bar just above the week. Make changes to one day or multiple days within the week and then click the orange SAVE button at the bottom of the page.
- **Save and repeat for next week:** This button allows you to save changes made in one week to the next week. However, it will not function from week to week to week. For example, if you change the available rooms on Wednesday August 15 and select the Save & Repeat button, it will save the change and show you that it has changed the available rooms on Wednesday August 22 to match. However, if you then select the Save and Repeat function again, the available rooms will not change for Wednesday August 29. You will need to click Save to make the change in the database.
- **Multiple Week Changes:** Click the [Multi-week view](#) link located on the top left of the weekly calendar. That will direct you to the screen below.



[single week view](#) | multi-week view



| FROM week of: Aug 09, 2010-Aug 15, 2010 | | TO week of: Aug 16, 2010-Aug 22, 2010 | | FIND | | | |
|--|---|---|---|--|---|---|---|
| | MONDAYS | TUESDAYS | WEDNESDAYS | THURSDAYS | FRIDAYS | SATURDAYS | SUNDAYS |
| Allocation | | | | | | | |
| Dynamic rooms | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> |
| Static rooms | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> | <input type="text" value="2"/> |
| Rooms sold | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rooms avail | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Pricing | | | | | | | |
| Single | <input type="text" value="100.00"/> EUR | <input type="text" value="100.00"/> EUR | <input type="text" value="100.00"/> EUR | <input type="text" value="100.00"/> EUR |
| Double | <input type="text" value="150.00"/> EUR | <input type="text" value="150.00"/> EUR | <input type="text" value="150.00"/> EUR | <input type="text" value="150.00"/> EUR |
| Triple | <input type="text" value="170.00"/> EUR | <input type="text" value="170.00"/> EUR | <input type="text" value="170.00"/> EUR | <input type="text" value="170.00"/> EUR |
| Quad | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| Extra adult | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| Range 1 (0 - 2) | <input type="text" value="15.00"/> EUR | <input type="text" value="15.00"/> EUR | <input type="text" value="15.00"/> EUR | <input type="text" value="15.00"/> EUR |
| Range 2 (3 - 10) | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| Senior | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR | <input type="text" value="0.00"/> EUR |
| Rt Pkg discount | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % |
| Day Pkg discount | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % | <input type="text" value="10"/> % |
| Stay Settings Click the icon to enter Stay Settings details for Static rooms | | | | | | | |
| Min LOS | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> |
| Max LOS | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> |
| Adv Purchase | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> | <input type="text" value="none"/> |
| Release Time | <input type="text" value="0 days"/> | <input type="text" value="0 days"/> | <input type="text" value="0 days"/> | <input type="text" value="0 days"/> |
| CTA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CTD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | SAVE Click the "save" button to save these settings | | | |

1. Select your date range using the drop down boxes in the blue bar directly above the week.
2. Set up the rates, inventory and restrictions on the week in front of you. Every week selected in the date range drop down boxes will look **EXACTLY** like the week you have on the screen in front of you once you save your changes at the bottom of the screen.
3. Be aware that changes in the multi-week area will override **ALL** your previous rates, inventory and blackouts.
4. Stop sells will not be overridden when using the multi-week function. To remove stop-sells you must use the single week view.

Rate Type setup

- Click on the [Rate type setup](#) link under the INVENTORY tab
- To add a new rate, click the **ADD** button.



- On the following screen (below) you will fill in all of the details for your new rate
 1. **Rate Application:** will this rate apply to land-only, package or both; land and package requests?
 2. **Rate Code:** Type in the specific code for your rate.
 3. **Rate Description:** (i.e. Standard, Package, Opaque, etc.). Type in the name for your rate code.
 4. **Rate Type:** (All-Inclusive, Non-refundable, Special, Standard)
 - If the rate type is a PACKAGE you will select the rate type of **SPECIAL** with the drop down box and then select the package type with the drop down box below the rate type box.
 5. **Rate Inclusions:** Allows you to describe any additional items that are included as part of the customer stay. (Example: "Park Passes", "Gratuity") Please do not enter meal related information in this space but instead use the provided Meal Type options described in #6.
 6. **Select Meal Plan Type:** Select up to 5 different Meal Type options to describe what is included in the rate.
 7. **NEW! Age Based Pricing:** This section provides the ability to create up to 4 age policies, 3 for children and one for seniors.
 - **Min. number of adults required to apply child pricing:** You can use this field to set up a minimum price requirement that would be charged PRIOR to applying child pricing. If you have a minimum requirement of 2 adults, all your reservations made for that rate/room combination will collect at least a double rate prior to applying child rates, even if only one adult is traveling as part of the reservation.
 - **Number of children allowed to stay free:** Allows you to set up a maximum number of children that could be counted free per room. Provides the ability to limit how many children can be free as part of a specific reservation. This field will correspond with the "Free" column next to the age ranges.
 - **Child Age Rages 1 – 3:** Indicate each child age range by selecting a minimum and maximum age value from zero to 17 (inclusive).
 - **Senior Range:** Static senior range 65+.
 - **Apply Indicator:** Provides the ability to activate an age range. By checking this indicator, you will dynamically add this range to the Allocation and Pricing page for this room.
 - **Free Indicator:** This allows you to select which child age range could be free. This field will work with the number of children allowed to stay free to make sure that the maximum number of free children is all from the age range that is indicated as eligible for free.
 8. **Tax Inclusive:** Select 'Yes' if the rates provided already include taxes. The taxes entered in the Taxes tab will be used in calculations to display the available rates without the taxes included, instead, showing the customers only the Sell Rate. If you do not want the taxes to be broken out of your rates on our customer sites, you can enter 0% as your tax rate on the Tax page.

Selecting "No" will simply calculate taxes based on the net rate provided and add it to the customers total at the end of the booking.

Please NOTE: When you set up your rate as Tax Inclusive you must enter a value on the Tax page in order for the system to accurately display your rates to the customer.
 9. **Cancellation Policy:** The cancellation policy can be set up in 3 different ways: All (Stay Dates), Month Range, or Date Range. Multiple tiers can be set up for each cancellation type; each tier can be made up for a specified date range with one of the following types of penalties:
 - **An Amount:** Flat amount reflected in supplier currency.
 - **Nightly Rate:** Specify the number of nights and the % per night that should be charged.
 - **On Percentage Basis:** Specific % value of the total net rate for the stay dates.



- **Full Payment:** Includes all charges for the booked stay dates (excluding Hotel Fees).
- **Nothing:** No cancellation penalty.

You will note that there is a spot for you to indicate what time, in your local time zone, to which a cancel policy applies (Property Cutoff Time). That is, if your policy is 24 hours in advance of 4 PM, you would select 1600 from the drop-down box. If the Rate Type selected is Non-Refundable, any of the cancellation policies set up will be disregarded and all edits will become disabled.

Rate application: Apply to land-only requests
 Apply to package requests
 Apply to both
 If "apply to both," select discount to apply for package requests:

*Rate Code: 123

Rate Description (20 char max): Standard

Rate type: Standard
 If package, select type: Select One

Is this rate inclusive? Yes No
 If yes, describe what is included with this rate:
 (Example - "Includes taxes and gratuity")

If this rate type includes a meal plan or multiple dining options, please select up to 5 options from the field below.

Select Meal Plan Type:

- All Inclusive
- American Breakfast
- Asian Breakfast
- Boxed Breakfast
- Breakfast
- Breakfast Buffet
- Brunch
- Buffet
- Chinese Breakfast
- Cold Buffet Breakfast
- Continental Breakfast

 Selected Meal Plan Type:

Age Based Pricing

Min. number of adults required to apply child pricing: 2
 Number of children allowed to stay free: 2

Age Ranges

| Apply | Guest | Min Age | Max Age | Free |
|-------------------------------------|------------------|---------|---------|-------------------------------------|
| <input checked="" type="checkbox"/> | Child | 0 | 2 | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | Child | 3 | 10 | <input type="checkbox"/> |
| <input type="checkbox"/> | Child | Select | Select | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | Senior (65 & Up) | | | |

Tax Inclusive: Yes No

Define Cancellation policy

We recommend entering cancellation policy information that becomes more severe as it gets closer to the stay dates.

Stay Dates: All Month range Date range

If cancelled 0 to 1 days before check-in, charge Nightly rate up to 100% per night for 1 Night(s)

Property Cutoff time (Hotel local time)

Hour: 0100 Time zone: GMT +0100 Amsterdam, Rome, Paris, Madrid on Day of Arrival



Cancellation Policy Setup

1. Select the dates the cancellation policy will apply to:
 - a. **All** (same policy will be applicable for all stay dates)
 - b. **Month Range** - Select the month and day for the From and To fields.

- c. **Date Range** – Select the month, day and year for the From and To fields.

2. Next you will select the number of days to apply for the first tier of the policy. The first tier of the cancellation policy will automatically start at 0 and you will select the “To” field from the dropdown next to it. You can select values 1-90, 120, 150, 180 or “Booking”:

3. Once you have selected the dates applicable for your tier, you will select the type of cancellation policy: An Amount, Nightly Rate, On Percentage Basis, Full Payment or Nothing.

- a. **An Amount** – This option will allow you to select a flat amount to collect as part of you cancel penalty. Enter the amount of your penalty in the text box. The penalty will be displayed in the supplier selected currency.



- b. **Nightly Rate** – This will allow you to specify the percent and the number of nights you would like to apply to your penalty. The options for percent are from 1 to 100, select your percent value and specify the number of nights in the text box. *For example, to set up a one night penalty, you would select 100% and type in 1 in the text box.*

Nightly rate up to 100 % per night for Night(s)

- c. **On Percentage Basis** – Selecting this option will allow you to enter a percent amount to apply to the total net rate of the customer's booking. Enter the % amount in the text box.

On percentage basis up to % of net rate

- d. **Full Payment** – This allows you to create a non-refundable cancellation policy tier.
e. **Nothing** – This option allows you to create a fully refundable cancellation policy tier.
4. Once you have created the first tier of your penalty, you can add additional tiers by clicking on the plus button at the end of the row: 

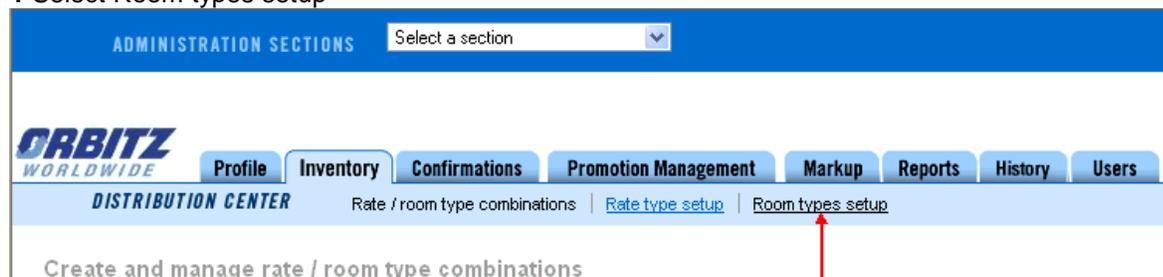
Room Type Setup – choose various options to build a room description, not all options need to be selected

1. Click on the [Room types setup](#) link under the **INVENTORY** tab
2. To add a new room type click on the **ADD ROOM** button.
3. Select the type of bedding combinations that are available for the room.
 - o You can select a primary bed type as well as any additional options such as Murphy Bed.
 - o The full list of bedding options consists of the following: 1 Twin Bed (1 Single Bed), 2 Twin Beds (2 Single Beds), 3 Twin Beds (3 Single Beds), 1 Double Bed, 2 Double Beds, 1 Queen Bed, 2 Queen Beds, 1 King Bed, 2 King Beds, Murphy Bed, Sofa Bed, Sleep Sofa and Bedding varies.
4. **NEW!** Minimum and Maximum number of children that can stay in the room
5. **NEW!** Minimum and Maximum number of Adults that can stay in the room.
6. Select the Total Minimum and Total Maximum number of guests that can fit in the room.
7. Select the room level amenities available for the room you are creating
 - o The available amenities are displayed in alphabetical order and can also be viewed by the first letter of the word by clicking on the alphabetical link with the letter you are looking for.
 - o Highlight the amenity you want you add in the left hand box and click on the arrow button in the middle of the two boxes. 
8. Define the room Category by selecting an option from the dropdown.
 - o Users will be able to select one Room Category from this list to represent their room.
9. Define the room Type by selecting an option from the dropdown.
 - o Users will be able to select one Room Type from this list to represent their room.
10. If your room has a special name such as "New Yorker", "Murallaziri" or "Maharaja", and you unable to find any matching terms in the available options, you may contact your Market Manager for additional help.
11. Select room view
 - o Users will be able to select one Room View from the list to represent their room.
12. Select the number of bathrooms and bedrooms available in the room. Options are 1 through 10.



13. Describe the size of the room by entering a specific numeric value in either Square Feet or Square Meters.
14. Select the location of the room
 - o The available room locations are displayed in alphabetical order
 - o Highlight the room location you want you add in the left hand box and click on the arrow button in the middle of the two boxes. 
 - o Once you have selected the room location (s), it will be displayed in the text box on the right and be associated with the room you are creating.
 - o You can select as many locations as you want to associate with the room but the Room Description field is limited to only 50 characters and the selected room locations will be counted towards that total number.
15. Select the “**ROOM LEVEL**” tax if one applies to this specific room type.
16. Once you have selected all of your applicable room attributes from the categories, all the options will be displayed in the “Manage Room Description” text box in gray text.
17. Highlight the attributes in the Manage Room Description window and click on the INCLUDE button to move them to the right hand side.
 - o As the default, the selected attributes will appear in the order you populate them.
18. The order of the room description categories can also be re-ordered by highlighting the term and using the MOVE UP or MOVE DOWN buttons.
19. Once you are happy with the room description you created, click on Save at the bottom of the page and proceed by adding the room to a rate type and set up the pricing and allocation and you have in the past.

1 Select Room types setup



2 Click Add Room

Room types list

Allen Test Hotel

| Room code | Room description | Max Occupancy | Min Occupancy | Rate types added to |
|------------------------|--|---------------|---------------|-----------------------------|
| 120965 | KingKong's Adventure Classic Studio with Balcony | 6 | 1 | Rack Rate testing rate |
| 120966 | 1 B/R Courtyard - 2 queen bed or 2 king bed | 8 | 1 | Flairview Rate Melanie Rate |

ADD ROOM 

3 Select the type of bedding combinations that are available for the room.

Rate types added to **land**

*No. + type of bed

Primary Bedding Configuration

1 twin bed (1 single bed)
 1 double bed
 1 queen bed
 1 king bed
 murphy bed
 2 twin beds (2 single beds)
 2 double beds
 2 queen beds
 2 king beds
 bedding varies
 3 twin beds (3 single beds)
 sofa bed
 bunk bed

Add-On Options:

1 twin bed (1 single bed)
 1 double bed
 1 queen bed
 1 king bed
 murphy bed
 2 twin beds (2 single beds)
 2 double beds
 2 queen beds
 2 king beds
 bedding varies
 3 twin beds (3 single beds)
 sofa bed
 sleeper sofa
 bunk bed

4 Select the Minimum number of Adults, Children and total guests that can fit in the room.

| | | | | |
|----------------------|--------------------------------|---------------------|--------------------------------|-------------------------|
| Max no. Adults | <input type="text" value="4"/> | Max no. Children | <input type="text" value="3"/> | (Children 17 and under) |
| Min no. Adults | <input type="text" value="1"/> | Min no. Children | <input type="text" value="0"/> | (Children 17 and under) |
| *Total Max no. guest | <input type="text" value="4"/> | Total Min no. guest | <input type="text" value="1"/> | |

5 Select the room level amenities available for the room you are creating

- o The available amenities are displayed in alphabetical order and can also be viewed by the first letter of the word by clicking on the alphabetical link with the letter you are looking for.
- o Highlight the amenity you want you add in the left hand box and click on the arrow button in the middle of the two boxes.

Select Room Amenity Type
Selected Room Amenity Type

[A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

AM/FM radio

Accessible room

Air conditioning

Alarm clock

Balcony

Barbeque grills

Bathrobe

Bathub

Bathub seat

Bidet

Bottled water

6 Define the Room Category by selecting an option from the dropdown.



7 Define the Room Type by selecting an option from the dropdown.

8 If your room has a special name such as “New Yorker”, “Murallaziri” or “Maharaja”, and you unable to find any matching terms in the available options, you may contact your Market Manager for additional help

9 Select room view, users will be able to select one Room View from the list to represent their room

10 Select the number of bathrooms and bedrooms available in the room. Options are 1 through 10.

No. of Bathroom [.....] v

No. of Bedroom [.....] v

11 Describe the size of the room by entering a specific numeric value in either Square Feet or Square Meters.

Room Size [0] [Square Feet] v

12 Select the location of the room

- o The available room locations are displayed in alphabetical order

Select Room Location Type

- Annex
- Away from the elevator
- Back of building
- Beachside
- Club Level
- Concierge floor
- East
- Executive floor
- Exterior
- First floor
- Front of building

Selected Room Location Type

- Corner

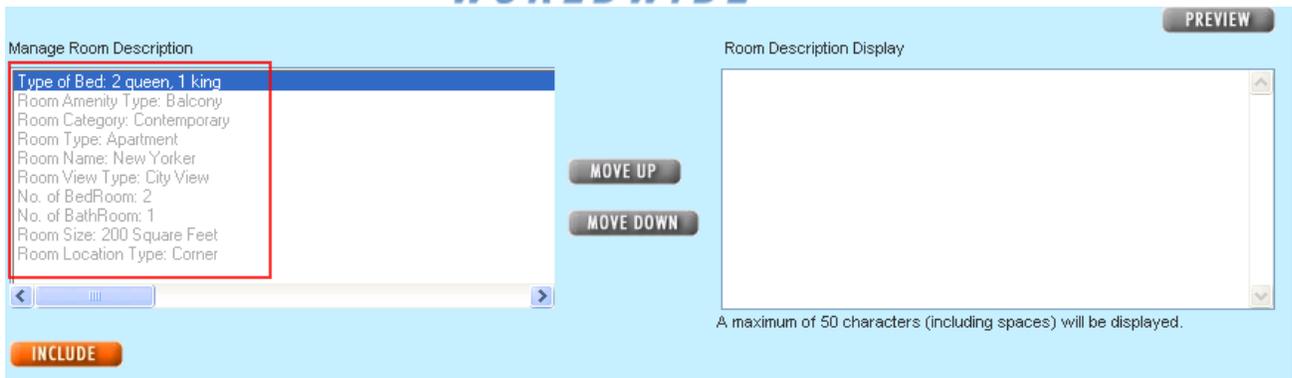
>>

<<

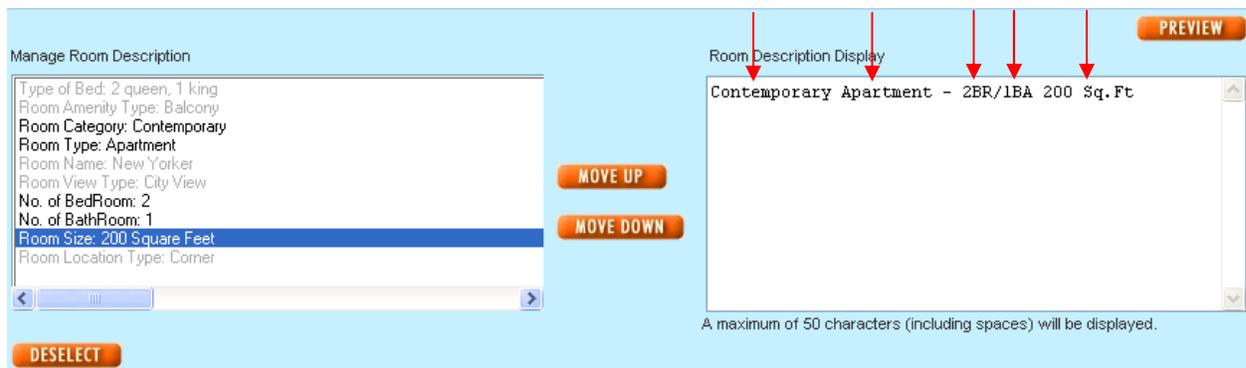
13 Select the “ROOM LEVEL” tax if one applies to this specific room type.

Tax / charge type [.....N/A.....] v

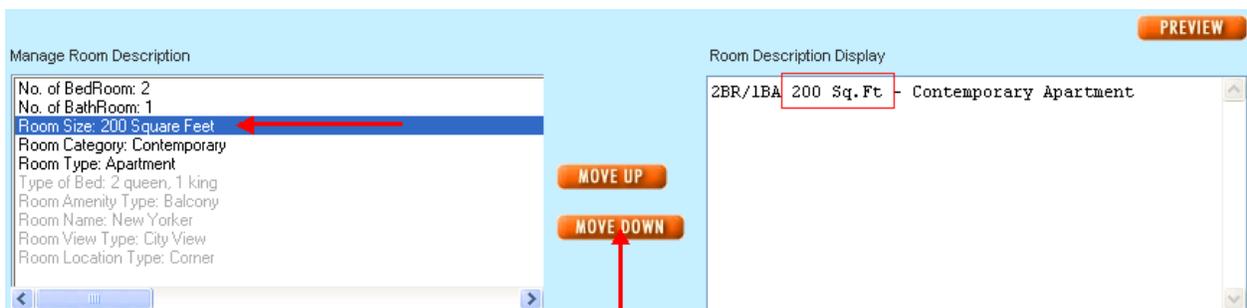
14 Once you have selected all of your applicable room attributes from the categories, all the options will be displayed in the “Manage Room Description” text box in gray text.



15 Highlight the attributes in the Manage Room Description window and click on the INCLUDE button to move them to the right hand side. In the example below, we have selected the Room Category of “Contemporary”, Room Type of “Apartment”, Room Size, “200 Square Feet” and the number of bathrooms/bedrooms “2BR/1BA”. As the default, the selected attributes will appear in the order you populate them.



16 The order of the room description categories can also be re-ordered by highlighting the term and using the MOVE UP or MOVE DOWN buttons.



If we highlight the Room Size and click the MOVE DOWN button twice, click on PREVIEW to refresh the Room Description Display window and we end up with this:



PREVIEW

Manage Room Description

No. of BedRoom: 2
 No. of BathRoom: 1
 Room Category: Contemporary
 Room Type: Apartment
 Room Size: 200 Square Feet
 Type of Bed: 2 queen, 1 King
 Room Amenity Type: Balcony
 Room Name: New Yorker
 Room View Type: City View
 Room Location Type: Corner

MOVE UP
MOVE DOWN

Room Description Display

2BR/1BA - Contemporary Apartment - 200 Sq.Ft

17 Once you are happy with the room description you created, click on Save at the bottom of the page and proceed by adding the room to a rate type and set up the pricing and allocation as you have in the past.

SAVE & PREVIEW **SAVE** **CANCEL**

EXAMPLE

The following room description set up in the Extranet:

“Waikiki 200 Sq. Ft - Deluxe Suite - Club Level 1BR/1BA - 2 double bed or 1 king bed and 1”

Manage Room Description

Room Name: Waikiki
 Room Size: 200 Square Feet
 Room Category: Deluxe
 Room Type: Suite
 Room Location Type: Club Level
 No. of BathRoom: 1
 No. of BedRoom: 1
 Type of Bed: 2 double, 1 king, sofa bed
 Room Amenity Type: Alarm clock, Balcony
 Room View Type: Lake View

MOVE UP
MOVE DOWN

Room Description Display

Waikiki 200 Sq.Ft - Deluxe Suite - Club Level
 1BR/1BA - 2 double bed or 1 king bed and 1 sofa
 bed

As seen on Orbitz.com and other Orbitz Worldwide web sites:

| Average nightly rate | Room description |
|--|---|
| \$128.00 <small>LOW PRICE GUARANTEE</small> | Waikiki 200 Sq.Ft - Deluxe Suite - Club Level 1BR/1BA - 2 double bed or 1 king bed and 1 sofa bed |

1 Review room cost

Hotel Phillips

★★★★★ 106 West 12th Street,
Kansas City, MO

Room details: Waikiki 200 Sq.Ft - Deluxe Suite - Club Level
1BR/1BA - 2 double bed or 1 king bed and 1
sofa bed



Confirmations Tab:

Find a reservation using a check-in date range and/or channel/storefront

Reservation status

- New - Unconfirmed by property. No property confirmation number.
- Booked - Prior to guest departure date. Confirmed by property.
- Rollback - Booking failure. Reservation cancelled.
- Pending - Booking failure. Cancellation pending.
- Cancelled - Reservation cancelled.

by check-in date range

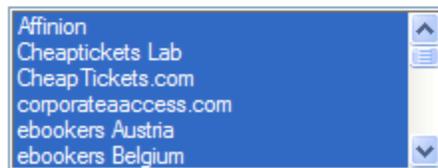
from Month: April, Date: 30, Year: 2009 to Month: July, Date: 28, Year: 2009

by booking date

from Month: January, Date: 31, Year: 2009 to Month: April, Date: 30, Year: 2009

Scroll to select or deselect channels

[Select All](#) | [Unselect All](#)



Use Ctrl + click for multiple channels

SEARCH

1. Click the **"Confirmations"** tab at the top of the page to access the confirmations page.
2. Use the 'Orbitz reservation number' box or the date range boxes to locate reservations via the Orbitz extranet.
3. To confirm reservations via the extranet click on the **Orbitz #** link to open the reservation and enter in your confirmation number in the **Supplier #** box provided.

| Date booked | Check-in / check-out | Guest | Number of Rooms | Confirmation # | Channel | Supplier # | Property # | Status | PaymentMethod |
|-----------------------------|--------------------------------------|-----------------------|---------------------------------|--------------------------------|-------------------------|----------------------------|----------------------------|------------------------|-------------------------------|
| 21 May, 08 | 25 June, 08 - 28 June, 08 | bookig, test | 1 | BFQYG5 | orbitz.com | - | - | New | Single Use Credit Card |

Summary of Screen Appearance:

- Search results show # of reservations, up to 100 on a page with paging at the bottom for more

The results are sorted based on the following:



- If search is by confirmation number, results will return exact match if it's a valid record locator.
- If search is by reservation status, storefront/channel and check-in date, results are grouped by channel in alpha order then by check-in date
- If search is by reservation status, storefront/channel and by booked date, results are grouped by channel in alpha order then by booked by date
- If search is by reservation status, storefront/channel, check-in and by booked date, results are grouped by channel in alpha order, then by check-in date, then by booked date

Other reservation display information:

If a reservation is booked in a currency other than that in which what the rates were entered, the reservation detail screen will show both the booked net rate currency (based on the exchange rate at the time of booking) and the net rate currency that was entered into the inventory screens.

| | | |
|------------------|---|---------------------------------------|
| Status | Cancelled | Land/Package Booking: Package |
| Check-in: | 10 August, 10 | orbitz.com reservation number: BASCJ1 |
| Check-out: | 11 August, 10 | Room : Supp. confirmation number |
| Guest name: | orbitztest, mulampaka | |
| Date Booked: | 26 March, 10 3:44:52 PM CDT | |
| Date Canceled: | 26 March, 10 3:44:54 PM CDT | |
| Nights: | 1 | |
| Guests: | Adults 0 Children (3) 1 Children (4) 1 Children (5) 1 Senior (65+) 1 Total 4 | |
| Rate type: | ABP-1AR2FC-All Inclusive+Classic Room - 1 king bed | |
| Rate Code: | ABP | |
| Room Code: | 4188 | |
| Dates/rates: | Tue, Aug10 | |
| | net rate | 110.00 USD |
| | Inventory type | Static |
| Special request: | Non-smoking | |
| Rooms total: | 110.00 USD | |
| Extra person: | Already included in rate if applicable | |
| Taxes: | 13.20 USD (Includes taxes on fees if applicable) | |
| Fees: | 124.00 USD (Click + to see fee details) | |
| Total: | 247.20 USD | |



Promotion Management Tab:

Creating Promotions for your property helps you to increase bookings by creating discount or value-add promotions specific to your property. Promotions are recognized through Special Banners highlighting your property on Orbitz Worldwide distribution channels. The following pages will explain the step by step process to create and submit a promotion for activation.

Promotions Set Up:

- On the **PROMOTION MANAGEMENT** tab select the type of promotion (\$ off, %off, free night or value-add) you would like to create from the promotion drop down box and then click on the **CREATE NEW** button.

Test Property

Create new promotion

- Select promotion type and click the "Create new" button.
- After a promotion is submitted, Orbitz admin needs to approve it before it becomes active.

New promotion type
Select one

\$ Off or % off promotions

- You will begin by entering in the Marketing Text **(Required)**. This text highlights the promotion on the display pages on Orbitz.com. The Marketing text will display on the initial search results, in the booking path when the guest books a promotional rate for your hotel and on the confirmation sent to the hotel and the guest.

Test Property

Marketing text

Short description (50 characters or less)

Note: This marketing text appears on search results as well as in promotional popup messages.

- Begin text with a capital letter
- Include savings

Description / code for hotel

Note: Displays on the email or the fax reservation confirmation sent to the hotel. May be used by the hotel for internal promotion tracking.
Example: Paik10 - October Parking Promo

- Next, select the Promotion Details
 - Choose Discount from dropdown menu
 - Choose when discount should apply:
 - All nights
 - On arrival night only
 - On last night only
 - On specific nights (can choose one or multiple)



- Choose to have promotion “Exclusive” on Orbitz.com. The promotion will display as “Exclusive” on Orbitz and its affiliated companies.

Promotion Details

Discount of will be applied to the following

Nights All Nights Arrival Night Last night Specific night on MON TUE WED THU FRI SAT SUN

This promotion is exclusively available to Orbitz Worldwide and its affiliated companies.

- Next select purchase dates. Options:
 - Purchase date range
 - Purchase any day
 - Advance Purchase or Last Minute
 - You can choose to make “Guest must purchase at least x number of days before check-in” or “Guest must purchase within x number of days before check-in”
 - # of days can be either one of the dropdown options or any number of days between 1 and 365.

Promotion Requirements

Purchase Requirements

Purchase dates

Guest must purchase within the following date range

to

Guest can purchase at any day

Guest must purchase days before check in.

- Next select stay requirements.
 - Define Length of Stay (default is 1 day)
 - Day of Arrival – choose one or multiple days that customer must arrive on in order for promotion to apply
 - Exception checkbox for day of arrival – can select if you want to have promotion apply if the customer’s check-in date meets the arrival day but the check-out date is outside of the stay date range. Exception must be used with at least one day of arrival.
 - Define stay date range or all stay dates for promotion to apply.



Stay Requirements

Length of stay

Guest must stay at least

Day of arrival

Guest must arrive on

MON TUE WED THU FRI SAT SUN

Check here to apply promotion on arrival night when guest's check-in meets promotion stay dates, and guest's check-out stay falls outside of promotion stay dates.

Stay date

Guest must stay within the following date range

December 11 2007

to

December 12 2007 this end date is the check-out date and is not a valid stay date.

Guest can stay at any day

- Blackout dates (optional)

Blackout dates

Select dates and/or date ranges

Please leave the second column empty if there is single date entry

| | | | |
|-----------------------|----------------------|----|----------------------|
| Date or Date range 1 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 2 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 3 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 4 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 5 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 6 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 7 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 8 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 9 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 10 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 11 | <input type="text"/> | to | <input type="text"/> |
| Date or Date range 12 | <input type="text"/> | to | <input type="text"/> |

- Lastly, you will enter in your room and rate types that apply to this specific promotion. The promotion can apply to all room/rate types, or specific room/rate types.
- If the rate is set up to apply to both Land and Package rate contexts, you will have the option to select to which context (or both) the promotion will be applied.



Rate types

Apply promotion to all rate types

Apply promotion to the following rate type(s).

123 - Standard (All Channels)
 Land Package Both

CTIX - Dep CTIX Rate (CheapTickets.com , orbitz.com)

Package - Special (All Channels)

Romantic - Special (All Channels)
 Land Package Both

Apply promotion to the following rate / room combination(s).

123 - Standard (All Channels)

Deluxe Room - 1 king bed
 Land Package Both

Double Room - 2 queen bed
 Land Package Both

Romantic Getaway Room - 1 king bed
 Land Package Both

CTIX - Dep CTIX Rate (CheapTickets.com , orbitz.com)

Deluxe Room - 1 king bed

Package - Special (All Channels)

Deluxe Room - 1 king bed

Double Room - 2 queen bed

Romantic Getaway Room - 1 king bed

Romantic - Special (All Channels)

Double Room - 2 queen bed
 Land Package Both

Deluxe Room - 1 king bed
 Land Package Both

- Note: the particular storefront/channel to which a promotion is offered is displayed on the screen.
- You are now ready to review and submit your promotion. Click “I agree” in Agreement area and then hit “SUBMIT”.
- Hitting save will save the promotion as Incomplete if you want to come back to it later.



Agreement

Hotel agrees that the amount to be paid by Orbitz to Hotel for any reservation to which a promotion amount (as indicated above) has been applied shall be the net rate minus the promotion amount.

I agree (required)

SAVE **Submit** **CANCEL**

- Once your promotion is submitted the main promotion page will display. The submitted promotion has now been assigned a “promo ID” link. This page also indicates promo type, value, when the discount applies, LOS, purchase requirements, stay requirements, blackout dates, status and a link for “show more details”.
- Your hotel's Market Manager will now verify the promotion is set up and calculating correctly, and then activate the promotion.
- While the Market Manager approves the promotion, they can review all of the entries and make any necessary adjustments before approving.
- You can determine the status of promotion on the page seen below. Promotion status is indicated as either, submitted, denied, active, inactive or incomplete.
- Once your promotion has been approved it will display on Orbitz.com and its affiliated brands.

View promotion

- Select promotion status and type, and click on the "View" button.
- Click on promotion ID to view details.

Promotion status: Submitted Promotion type: All Current view for this property: Viewing all Submitted promotions for this property.

[Show more details >>](#)

| Promo ID | Marketing text | Type | Value | Flights | LOS | Purchase Requirement | Stay Requirement | Blackout Dates | Action performed - Status |
|------------------------|----------------|--------|-------|------------|----------|----------------------|--------------------|----------------|---------------------------|
| QQ3F34 | Summer Sale | \$ off | \$50 | Last Night | 3 nights | Apply to all dates | Apply to all dates | No | Created - Submitted |

- EDIT any promotion that is in Active, Future or Expired status.
- Click on “Edit this Promotion” link and update any of the entries and resubmit the promotion.



Hotel Phillips
Promotion ID VHGL2S

Promotion summary

| | |
|--------------------|--|
| Date last modified | 11 June, 08 06:37 PM |
| Creator | OTester |
| Updated By | olga |
| Status | Active |
| Change status to | Inactive Click on the edit this promotion link below to make inactive or make changes |

Dates and rates types

| | |
|----------------|-------------------------|
| Purchase Dates | Apply to all dates |
| Stay Dates | Apply to all dates |
| Blackout Dates | No blackout dates |
| Rate types | Apply to all rate types |

Promotion details

| | |
|---|---|
| Promotion type | % off |
| Promotion definition | Must stay at least 1 night(s) to qualify for 10% off per night. |
| Short marketing text | Test Promo |
| Exclusive to Orbitz Worldwide and its affiliated companies? | No |
| Sale Eligible? | <input type="checkbox"/> Yes Market Manager approved |
| Promotion is applied on | All nights |
| Hotel Confirmation Message | Test Promotion |
| Promotion applicable on partial stay dates for arrival days | No |

[Click here to Edit this Promotion](#)

Free Night promotions

- You will begin by entering in the Marketing Text **(Required)**. This text highlights the promotion on the display pages on Orbitz.com. The Marketing text will display on the initial search results, in the booking path when the guest books a promotional rate for your hotel and on the confirmation sent to the hotel and the guest.
- You will then enter in the Promotion Details. For a **FREE NIGHT** promotion select how the free night should apply, either to the arrival night or last night of stay as well as whether the offer is cumulative.



Promotion Details

Select one free night will be applied to the following

Nights Arrival Night Last night

Is the free night cumulative?
(Example: Stay 3 nights, get 1 free; stay 6 nights, get 2 free)

Yes, this offer is cumulative

This promotion is exclusively available to Orbitz Worldwide and its affiliated companies.

- Next, define purchase and stay requirements, blackout dates and rate types to complete your free night promotion.

Value-Add promotions

- For a Value-Add promotion you will begin by entering in Marketing Text (Required).
- Then you complete the terms and conditions, customer fulfillment requirements, and supplier requirements. All of these fields are required
- Terms and conditions should contain all of the specifics of your promotion including things such as stay requirements, room types, additional services or amenities provided and any restrictions.
- Customer fulfillment should contain instructions on what each guest needs to do to receive the promotion (i.e. pick up breakfast voucher at time of check in). If the guest does not have any requirements, then describe how the value-add will be received (i.e. guest will be upgraded at time of check in).
- Supplier fulfillment requirements should contain specific instructions to your Front Desk on what needs to happen to execute the value-add (i.e. upgrade guest to one bedroom suite at time of check in).



Test Property

Marketing text

Short description (50 characters or less)

Note: This marketing text appears on search results as well as in promotional popup messages.

- Begin text with a capital letter
- Include savings

Description / code for hotel

Note: Displays on the email or the fax reservation confirmation sent to the hotel. May be used by the hotel for internal promotion tracking.
Example: Park10 - October Parking Promo

Terms and conditions (1000 characters or less)

Customer fulfillment requirements (1000 characters or less)

Note: Displays on customer's reservation confirmation. Describes how customer redeems offer. Example: Request free parking pass from front desk at check-in.

Supplier fulfillment requirements (1000 characters or less)

Note: Displays on reservation confirmation sent from Orbitz to hotel. Describes how hotel delivers offer. Example: Assign room on concierge level.

- If you want to have a value add promotion apply if the customer's check-in date meets the stay date range but the check-out date is outside of the stay date range check the "Exceptions" checkbox.

Stay Requirements

Length of stay

Guest must stay at least

Day of arrival

Guest must arrive on

MON TUE WED THU FRI SAT SUN

Exceptions

Allow visitor to benefit from value add offer when he/she checks-in during promotion stay dates, even if part of his/her stay falls outside of promotion stay dates

Stay date

Guest must stay within the following date range

to

this end date is the check-out date and is not a valid stay date.

Guest can stay at any day



- Lastly, complete the purchase and stay requirements, and rate types. **Note: Value-Add Promotions CANNOT have blackout dates**

Reports Tab:

This report shows all bookings and cancellations per property for specified period (up to 90 days).

Select check-in date range (max 90 day span)

June 16 2008 September 13 2008

Scroll to select or deselect channels

Select All Unselect All

CheapTickets.com
corporateaccess.com
eBookers Belgium
eBookers COUT
eBookers Ireland
eBookers N&TW
eBookers UK
HotelClub
lodging.com affiliates
nealtravel.com
orbitz.com

Use Ctrl + click for multiple channels

Download this report to view as a tab-delimited file: **DOWNLOAD**

Download this report to view as an Excel spreadsheet: **DOWNLOAD**

GO

1. Click the **'Reports'** tab.
2. Select a report to run by clicking a link from the tab bar (**Daily Arrivals, Rate, Inventory, Inventory Change Log, Competition**)
 - a. **Daily Arrivals:** lists all bookings with date range selected
 - b. **Rate:** lists rates by day in date range selected
 - c. **Inventory:** lists available rooms by day in date range selected
 - d. **Inventory Change Log:** tracks all changes made in 'Inventory' by recording username, date changed, date change was made to, and describes actual change.
 - e. **Competition:** lists all properties, and their lowest available rate, within a 15-mile radius of your hotel who are also participating in the Orbitz Net Rate Program
 - f. Download the reports by clicking orange **"Download"** button in each report screen (except Inventory Change Log).
4. Click **'Delivery Settings'** link in order to select to have any or all of these reports delivered to your specified email address every Monday.
 - a. Enter your email address in box provided and check the appropriate boxes that correspond with the report(s) you would like sent.



Users Tab:

1. Click on the Users tab
2. Click on the orange **ADD NEW USER** button to add additional users.
3. Enter in all of the information including the e-mail address. The user I.D. and temporary password will be sent, via e-mail, to the user's e-mail address.

Leave as
E-mail →

The form is divided into several sections:

- Name and title:** Fields for First name, Last name, Title (dropdown menu), and a dropdown menu currently set to 'Mr.'.
- Security information:** Username field.
- Contact information:** Phone 1, Ext., Fax, Email, and Preferred contact method (dropdown menu set to 'Email').
- Address:** Address 1, Address 2, City, State (dropdown menu), Postal code, and Country (dropdown menu set to 'United States').

Create a user name specific to the user (i.e. jsmith for Joe Smith)

4. In the Users set up, the area below is where you determine which parts of the extranet each user can view and modify. Each area that is checked allows the user to view and make changes in that area. All unchecked areas can be viewed but **NO** changes can be made to those areas.

Set read / write permissions for the user by clicking the checkbox below

Inventory Profile-content Confirmations
 Reports User

5. Once you have completed all of the information, click on the **SAVE** button
6. You may add as many users as you would like to your hotel's extranet profile. You also manage all user access and you will need to delete any old user profiles.
7. If you would like to be notified via e-mail when changes have been made to your inventory or your inventory is low, you will need to set up those notifications by clicking on the [Manage notification subscriptions](#) button. On the following screen, check off the notifications you would like to receive and then click the **SAVE** button. You will only see this button after you finish creating your user I.D. and then go back into your user profile.
8. To reset your password, use the following link to access the Extranet homepage (<https://extranet.orbitz.com>) and click on the "Reset Password" link, a temporary password will be sent to the email address set up under your username. If you cannot remember your username, please call 866-925-6700.



Help:

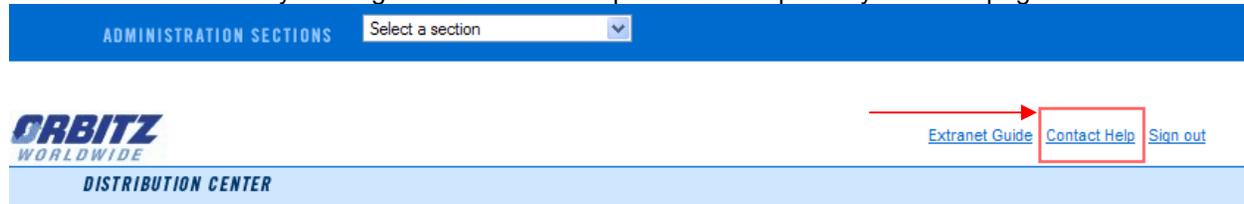
If you are having trouble using any of the features described in this document or have questions regarding any customer reservations, you may use the tool provided in the Contact Help section to get answers via email or contact us at any of the following numbers:

For North or Central America: 866-925-6700 or 312-894-6897

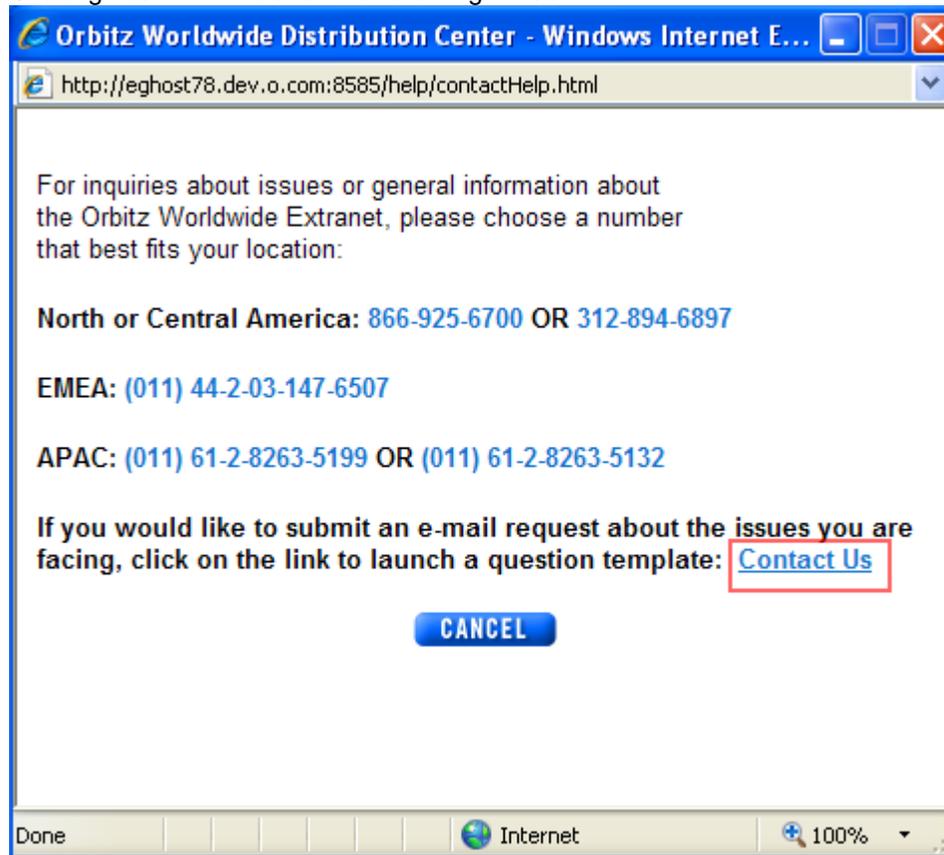
For countries within Europe, Middle East or Africa: (011) 44-2-03-147-6507

For countries within Asia and the Pacific: (011) 61-2-8263-5199 or (011) 61-2-8263-5132

You can find this tool by clicking on the Contact Help link at the top of any Extranet page:



Clicking this link will launch the following window:



Some example subjects that are covered are: Orbitz Worldwide Credit Card problems, Denied Bookings, General Hotelier Issues, Invoice questions, Rate, Fee or Tax issues and Stop Sell change requests.