Hotwire Contract Rate Program

How to Interface (Connect) Hotwire's Contract Rate Program and your BookingCenter Software System

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- Agoda Net Rate Program
- Hotwire Contract Rate Program
- Priceline Contract Rate Program

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1. Submit a BookingCenter Support Ticket through http://support.bookingcenter.com with the description: "(Site ID) Interested in Hotwire Contract Rate Program." All future communication between you and BookingCenter regarding this particular Contract Rate program will occur on this Support Ticket.
2. Go to: http://www.joinhotwire.com to enroll directly with Hotwire. Once you complete this on-line form, Hotwire will be in contact with you outlining the next steps.
3. Once you have completed this on-line form, update your Support Ticket and let us know you have initiated the enrollment process with Hotwire.
4. Once you complete the set-up with Hotwire, Hotwire will be in touch with BookingCenter. When BookingCenter receives the Hotwire notification, BookingCenter will update your Support Ticket and Software with the following:
    a. A new agent code will be added to your MyAgents under Agent Relationships.
    b. Internal notes regarding your contract settings with BookingCenter to the Support Ticket
    c. The Hotwire Room Descriptions you created with your enrollment form to map (match) with your BookingCenter Room Type IDs to the Support Ticket.
    d. Further instructions of how to set up the Agent in your BookingCenter software to the Support Ticket.

Please keep in mind that your XML interface set-up between Hotwire and BookingCenter is NOT completed until you finish Part 2. At this time you have only signed a contract with Hotwire, but you have not set-up the Agent(s) in your BookingCenter software. Until that is completed, the Hotwire interface is NOT operational.

NOTE: If you are an existing Hotwire extranet property, it is VERY important that you continue to manage the Hotwire extranet manually until you hear that the BookingCenter interface has been completed. At that time, all new Hotwire bookings will pull the rates and availability from BookingCenter. However, the bookings made in the extranet before the connection is completed will not download into your BookingCenter software and will continue to be handled through the extranet.

An XML interface can take two-four weeks to set-up and reach completion. The faster you follow these steps accurately, the faster your connection will be confirmed.

Once you see this update on your Support Ticket, please click on the following links for Part 2 enrollment directions depending on your BookingCenter software product:

- For MyPMS and Management Tool customers: https://support.bookingcenter.com/index.php?/Knowledgebase/Article/View/593
- For Desktop PMS customers: https://support.bookingcenter.com/index.php?/Knowledgebase/Article/View/594

1. When Hotwire confirms the initial enrollment, BookingCenter will receive a list of Hotwire Room Descriptions to map (match) with your existing BookingCenter Room Type IDs. This email triggers the set-up of the Hotwire agent(s) within your Desktop PMS software.
2. Please map the rooms on your Support Ticket at your earliest convenience. We can do nothing until that is completed.
3. Please click 'Update Internet', as this HW1 agent will download to your 'Agents' area. If you do not see Hotwire agents, please update your Support Ticket with this information.
4. Please be sure to allocate whatever availability and rates you wish to this HW1 agent (click Agents -> then go to the HW1). As agreed for this Contract Rate Program, you must negatively net load the Priceline agents inside your Agent Relationships.
5. We recommend your rack rate to be discounts 20%-30%. This is done by entering "-20" in the Net Loading column of your Agent.
6. If you opt for a flat rate discount option (and not a percentage), you must create a new rate plan and allocate this new rate plan to the HW1 agent. However, Hotwire does not prefer this method.
7. Update the support ticket when this step has been completed.
8. Once completed, please do a full upload.
9. Meanwhile, we will be obtaining the mapping information from Hotwire for the Room Descriptions you wish to offer to Hotwire. If there are any mapping issues that we need you to tend to, we will update your support ticket with the necessary action plans. Please respond to those at your earliest convenience.
10. If there are no mapping issues, we will receive an enrollment confirmation from Hotwire. Please update your Support Ticket with this information.
11. At this time we will consider the Support Ticket closed and the task fulfilled.

The whole process of certifying the XML connection to Hotwire normally takes one to two weeks.

Part 2: Hotwire Contract Rate Program Interfacing with BookingCenter

For MyPMS and Management Tool customers:

To review Part 1, please visit https://support.bookingcenter.com/index.php?/Knowledgebase/Article/View/386

1. When Hotwire confirms the initial enrollment, BookingCenter will receive a list of Hotwire Room Descriptions to map (match) with your existing BookingCenter Room Type IDs. This email triggers the set-up of the Hotwire agent(s) within your MyPMS or Management Tool software.
2. Please map the rooms on your Support Ticket at your earliest convenience. We can do nothing until that is completed.
3. Set up the agent in your software:Meanwhile, BookingCenter and Hotwire will be working to synchronize the Hotwire Room Descriptions and the BookingCenter Room Type IDs. If there are any issues, BookingCenter will update your support ticket. Please tend to the task at your earliest convenience as any delay will delay the overall enrollment.
    a. Currently within your Relationships -> Agents Relationships screen (https://members.bookingcenter.com/site_agents.phtml), you will see the Hotwire agent, called HW1.
    b. Please be sure to allocate whatever availability and rates you wish to the HW1 agent.
        i. Our recommendation would be to use the 'Rate Loading' feature and discount this agent between 20% to 30%. This is done by entering a -20 in the Rate Loading field and clicking the Change button under action. By entering -20, this will discount your rack rates by 20% for the channel; in this case Hotwire.
        ii. If you opt for a flat rate discount (i.e. $X.XX per night) option, you must create a new rate plan (Availability/Rates -> Rates) and allocate this new rate plan to the HW1 agent. However, Hotwire does not recommend this.
        iii. Update the Support Ticket when this step has been completed.
4. Once mapping is confirmed by Hotwire and shows as a "system pass", you should receive a confirmation email from Hotwire.
5. Once your property receives this email, please update the Support Ticket. At that time, your Support Ticket will be updated and closed by BookingCenter.

NOTE: The whole process of certifying the XML connection to Hotwire normally takes one to two weeks.