

# Booking.com Direct | Desktop PMS

## Booking.com Interface for Desktop PMS

- Click 'Update Internet', as this BKGDIRECT agent will download to your 'Agents' area. If you do not see the Agent, please note that on your support ticket.
  1. At this point, BookingCenter will set up your agent in your software.
  2. BookingCenter will allocate the Room Types you matched (mapped) to the Booking.com Room Descriptions to your BKGDIRECT agent. All Room Types will distribute at 100%.
  3. All Room Types will be matched with your Standard rates. If you want the Room Types mapped to a different rate, please specify it on the support ticket.
  4. Once the process has been completed by BookingCenter, you will be asked to do another system upload.
  5. Please update the support ticket when this step has been completed.
- Meanwhile, BookingCenter and Booking.com will be working to synchronize the Booking.com 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.
- Once mapping is confirmed by Booking.com and shows as a "system pass", you should receive a confirmation email from Booking.com. In this confirmation, you will be asked to log into the extranet in order to activate the direct connection. Once your property completes this step, please update the Support Ticket letting us know you have completed this step.
- We will also receive that confirmation and your support ticket will be updated and closed by BookingCenter.

Any issue you have with Booking.com, please contact your Booking.com Market Manager first. If they direct you back to us, please comment on the initial support ticket that you opened for Booking.com. Do not open a new support ticket.