

Expedia.com Direct Connect Interface Setup

Expedia.com is an Online Travel Agent (OTA) for independent hotels and chains. With an interface connected to RoomKeyPMS, hoteliers can take advantage of the following features:

- [Seamlessly integrate availability, rates, and bookings](#)
- [Expedia Partner Central](#)
- [Expedia Partner Central Help](#)

STEP #1 Contact Expedia.com to Setup or Modify an Account

The purpose of this first step is to generate a Rate Mapping Spreadsheet that is sent to the RoomKeyPMS Interface Specialist.

Click below for more information:

How to Setup a New Expedia.com Account

- **Contact** Expedia.com to create an Account
 - [Click Here to begin the signup process for Expedia.com](#)
 - During sign up, advise that you will be using RoomKeyPMS as your PMS provider
- **Setup** your room types, rate plans, booking/cancellation policies and guest services/add-ons in [Expedia Partner Central](#)
- **Request** a Testing/Installation Date to be scheduled on the same day as your RoomKeyPMS Cutover/Go-Live date
 - If you are already using RoomKeyPMS, ask your Expedia.com account manager to confirm when they will schedule the Testing/Installation Date


How to Modify an Existing Expedia.com Account

- **Contact** Expedia.com account manager via telephone, or use the link below to view how to do this process on your own in the Expedia.com Partner Central
 - [Perform a Connectivity Switch](#)
- **Review** your room types, rate plans, booking/cancellation policies and guest services/add-ons setup in [Expedia.com Partner Central](#)

- **Request** a Testing/Installation Date to be scheduled on the same day as your RoomKeyPMS Cutover/Go-Live date
 - If you are already using RoomKeyPMS, ask your Expedia.com account manager to confirm when they will schedule the Testing/Installation Date

STEP #2 Confirm Expedia.com Installation Date with RoomKeyPMS Interface Specialist

The purpose of this step is to confirm the date and time of the .com Testing/Installation Date with the RoomKeyPMS Interface Specialist. This date is scheduled by Expedia.com; once you receive an email from Expedia.com regarding your Installation Date, please forward it to the RoomKeyPMS Interface Specialist and **support@roomkeypms.com**.

 If your Installation Date is scheduled after your RoomKeyPMS Cutover/Go-Live, or otherwise leaves you to operate your hotel without an active Expedia.com direct connect interface; you must manually manage your rates and availability using [Expedia.com Partner Central](#) and manually enter guest bookings into RoomKeyPMS.

STEP #3 Testing and Installation: Conference Call with Expedia.com and RoomKeyPMS Interface Specialist

The purpose of this call between the RoomKeyPMS Interface Specialist and Expedia.com will be to activate and test the interface connection. Once completed, your Expedia.com Direct Connect Interface will be live with RoomKeyPMS and you will see the following:

- Rates and availability appear in [Expedia.com Partner Central](#)
- New reservations booked on the Expedia.com website will appear in RoomKeyPMS