

Working with Expedia

Managing Expedia Collect Reservations

Expedia Virtual Card



EXPEDIA
Lodging
Partner
Services

Table of Contents

The Expedia Collect Reservation Process	3
Expedia Virtual Card	4
Reservation Changes	6
Support	7

The Expedia Collect Reservation Process



The traveler makes a reservation on one of The Expedia Group websites and pays Expedia at the time of booking.



You receive a booking notification and the reservation is considered confirmed. You assign your own internal confirmation number to the reservation in Expedia PartnerCentral for your own records. If your property is connected, this process will be done automatically.



The guest stays at your hotel.



You collect payment by charging the Expedia® Virtual Card at checkout.



You charge the guest's credit card for incidentals at checkout.

Expedia Virtual Card

The Expedia Virtual Card is a single use credit card system available to all our hotel partners. It allows you to get paid faster for your Expedia Collect reservations as it replaces the need to invoice Expedia.

How it works

1. When the guest makes a reservation, you will receive the single use credit card number with the booking notification, and in the reservation details page in Expedia PartnerCentral.

Example of the reservation details page in Expedia PartnerCentral:

Reservation #461080178
Travel arrangements provided through Hotels.com

Payment Type
Expedia collects payment from the customer - hotel charges Expedia Virtual Card.

Card Holder: Expedia VirtualCard
Card #: 5412 5685 1021 4574
Expiration Date: 03/2015
Validation Code: 123

Booking Amount

	Thu, Dec 25
Discounted rate	91.80
Daily taxes	17.03
TOTAL:	USD 108.83

2. When the guest checks-in, ask for a valid credit card for any incidentals. Make sure you do not overwrite the Expedia Virtual Card number with the guest's credit card information.

If your system requires it, you may authorize the Expedia Virtual Card at checkin. Make sure to keep the authorization code for settlement.

3. When the guest checks-out, charge the Expedia Virtual Card for the room rate, taxes, and fees that have been supplied to Expedia. Charge the guest's credit card for any incidentals.

Expedia Virtual Card

Frequently Asked Questions

Where can I find the Expedia Virtual Card number if I don't have an Expedia PartnerCentral account?

If you do not have an Expedia PartnerCentral account, you can still find the Expedia Virtual Card information using the Expedia Virtual Card lookup tool on the login page of www.expediapartnercentral.com

Do I need to retain the guest's credit card once the Expedia Virtual Card is in the hotel's reservation system?

Yes. The guest's credit card should be used to charge any incidentals. It should only be retained in addition to the Expedia Virtual Card as long as necessary to make the incidental charge.

What charges should be applied to the Expedia Virtual Card?

The Expedia Virtual Card should be charged only for the room rates, taxes, and fees that have been supplied to Expedia.

Can I charge the Expedia Virtual Card for incidentals?

No. All incidentals need to be charged to the guest's credit card.

If problems are experienced with the Expedia Virtual Card, can I charge the guest's credit card for room rates, taxes and fees?

No. Contact the Expedia Virtual Card support teams if the Expedia Virtual Card is not received, or to resolve any issues. Always let the guest check-in or check-out while you resolve any problems charging the Expedia Virtual Card.

What should I do if the Expedia Virtual Card is declined when charged?

In most cases, the attempt to charge the Expedia Virtual Card is declined because there is an existing authorization. When this occurs, the transaction can be processed with the authorization code that was given during the authorization process. Be aware that your system may already store the authorization code. If this does not resolve the problem, contact the Expedia Virtual Card support teams.

Where can I find the authorization code given during an authorization process?

Please refer to your system's reference material for more information on how to process authorizations and transactions.

If the Expedia Virtual Card is not charged at guest's checkout, how long do I have to charge the card?

Expedia Virtual Card numbers will be deactivated within 180 days of the guest checking out.

How should cancellations be addressed when using the Expedia Virtual Card?

Cancellations penalties should be charged to the Expedia Virtual Card based on your hotel's cancellation policy.

Reservation Changes

If you are contacted by travelers regarding a cancellation, or change of stay (increase or decrease in nights, change of room type), refer them to the website they've booked on to make the required changes.

Modifications

If a guest modifies a reservation, we will change the reservation in our systems and you will be notified via a new booking notification.

Cancellations

If a guest cancels a reservation, we will cancel the reservation in our systems and you will be notified via a cancellation notification. You will then charge the associated Expedia Virtual Card with any applicable cancellation penalty, on the date of cancellation.

No shows

If a guest doesn't show up, any applicable no show penalties should be charged to the associated Expedia Virtual Card on the arrival date, after the guest is deemed as no show.

Support

Expedia PartnerCentral Help Center

If you need more help on how to use Expedia PartnerCentral, please use the **Help Center** located at the top of any page. In the **Help Center**, you will find answers to frequently asked questions, step by step guides as well as training videos. Enter a specific question or keyword and review the related search results to find the answer you need.



Virtual Card Self-Support

You can access the Virtual Card Self-Support tool from the *Look Up Expedia Virtual Card (EVC) Information* section on the home page of Expedia PartnerCentral (www.expediapartnercentral.com).

A screenshot of the 'Look Up Expedia Virtual Card (EVC) Information' form. The form has three input fields: 'Traveler's last name', 'Check-in date', and 'Identification number'. The 'Identification number' field has a dropdown menu with 'Expedia Reservation ID' selected. A yellow arrow points to this dropdown. Below the fields is a 'Submit' button. A link 'Where can I find this?' is located below the 'Identification number' field.

Enter the traveler's last name, the check-in date and either the Expedia Reservation ID or the Expedia Virtual Card number and click *Submit*.

The Expedia Virtual Card information related to the booking will appear including:

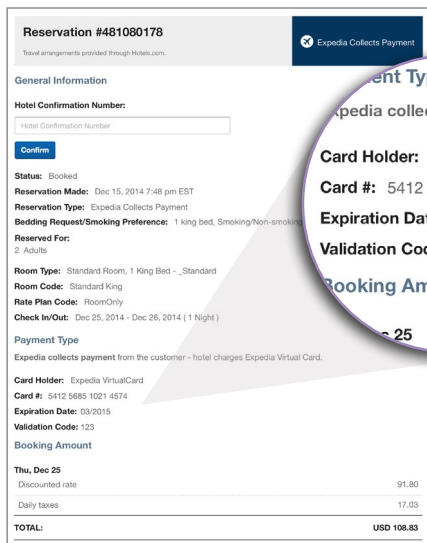
- Full card number
- Expiration date
- Security code
- Booking amount
- Card activation date
- Activity within the last 90 days

A screenshot of the 'Expedia Virtual Card Information' page. The title is 'Expedia Virtual Card Information'. Below the title, there are several fields: 'EVC Number' (5448521256982012), 'Card Expiration Date' (05/2016), 'Card Identification Number' (115), and 'Card Activation Date' (01/04/2016). To the right of these fields, there is a 'Remaining Balance' of 'USD 154.31'. A blue banner at the top of the card information section contains an information icon and the text 'There have been no charges in the last 90 days.'

Support

The Expedia Virtual Card information can also be found on the Reservation Details page of each booking.

1. From the *Reservations* menu, click *View Reservations*.
2. Enter your search criteria and click *Search reservation*.
3. Click the *Reservation ID* to access the Reservation Details page



Click the card number to find information about the Expedia Virtual Card.

Payment or Invoice Questions

If you have payment or invoice queries, send these to ap_expediacollect@expedia.com

If you need to update your banking information, contact vendorbanking@expedia.com

If you have any questions on Expedia Virtual Card, contact virtualcardss@expedia.com or +1 888-397-1786

Expedia Regional Support Team

For any additional requests or questions, please contact your regional support team by clicking *Contact us* from the Expedia PartnerCentral **Help Center**. You'll be able to submit your request online, or contact us by phone using the phone number corresponding to your country.