



Lodging Connectivity

How does connectivity work with Expedia Group.

expedia group
Academy



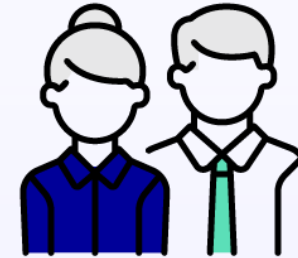
- Lodging Connectivity
- Hotel Systems



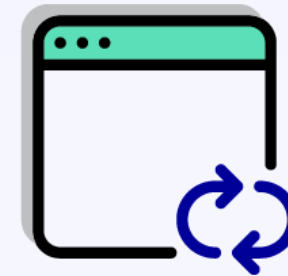
Lodging Connectivity

Process Flow

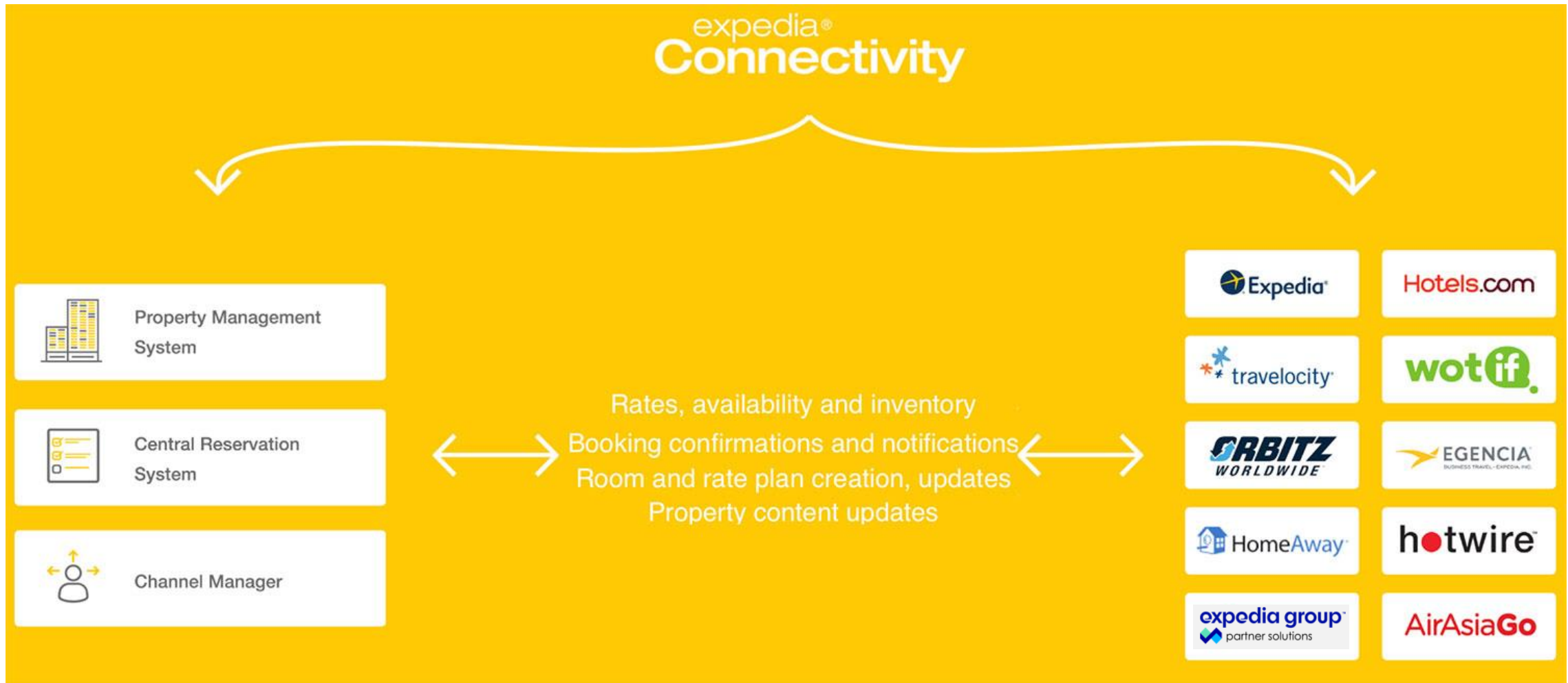
Expedia Group connects to **400+** connectivity providers?



2B+ information exchanges daily, including rates, availability, and restriction updates, reservations, content, etc.



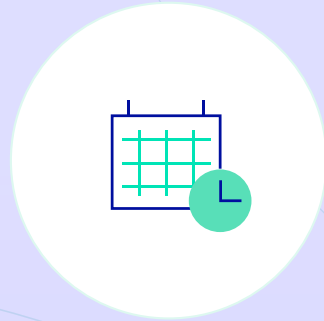
Lodging Connectivity: Process Flow



Hotel Systems

What is it and what does it do?

PMS's are the heart of a hotel in terms of all operational aspects and can be connected to Expedia Group in order to interface rates & availability, reservations and content.



Reservations, Rates, & Availability



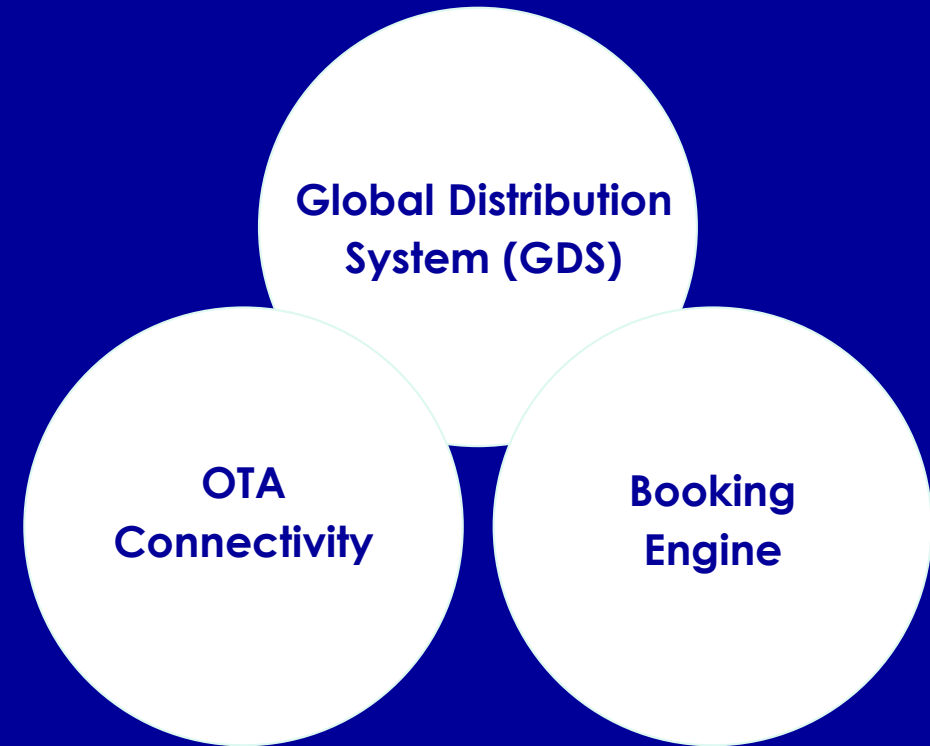
Check In/Out & Manage Guest Experience



Hotel Systems: Central Reservation System (CRS)



CRS's A central reservation system (CRS) is a platform used by chains and properties to centrally manage and distribute room inventory, rates, restrictions and reservations.

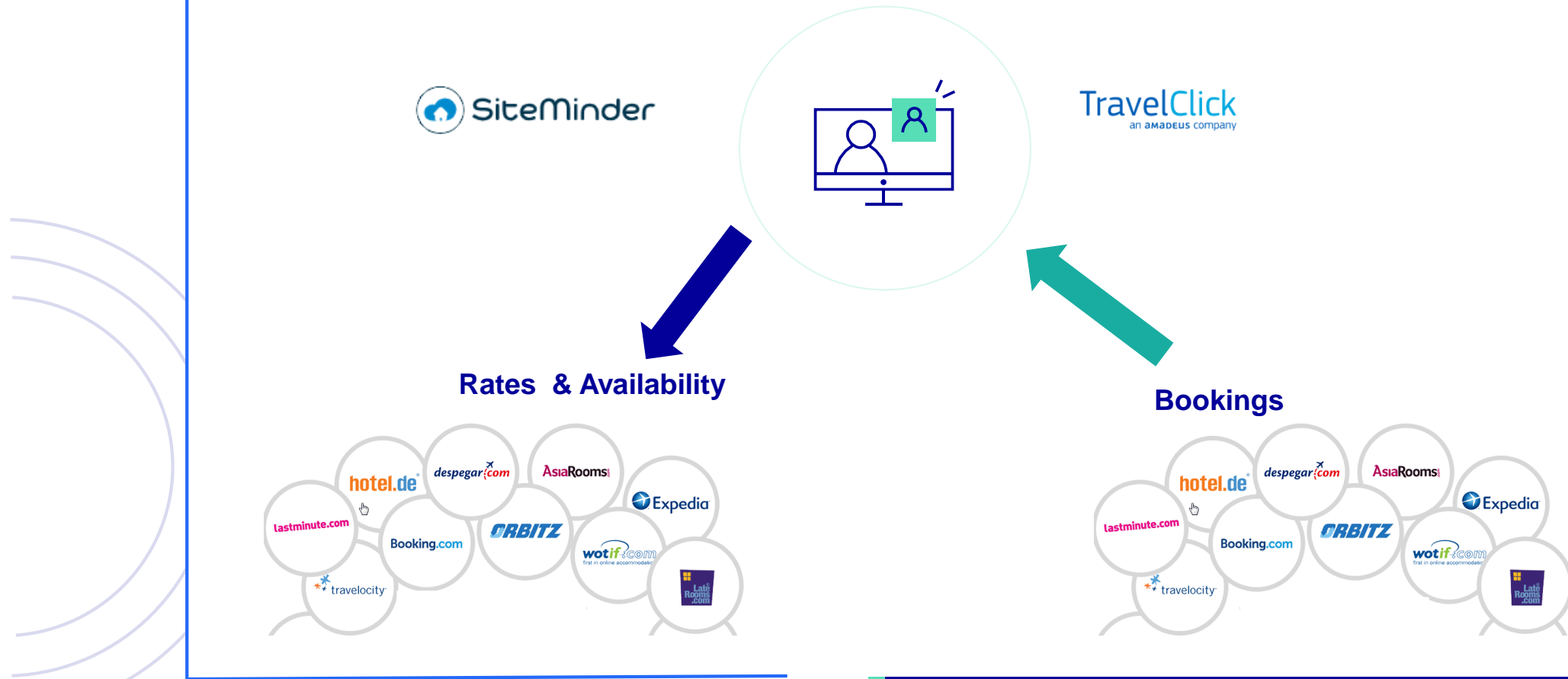


Manage all hotels in one place



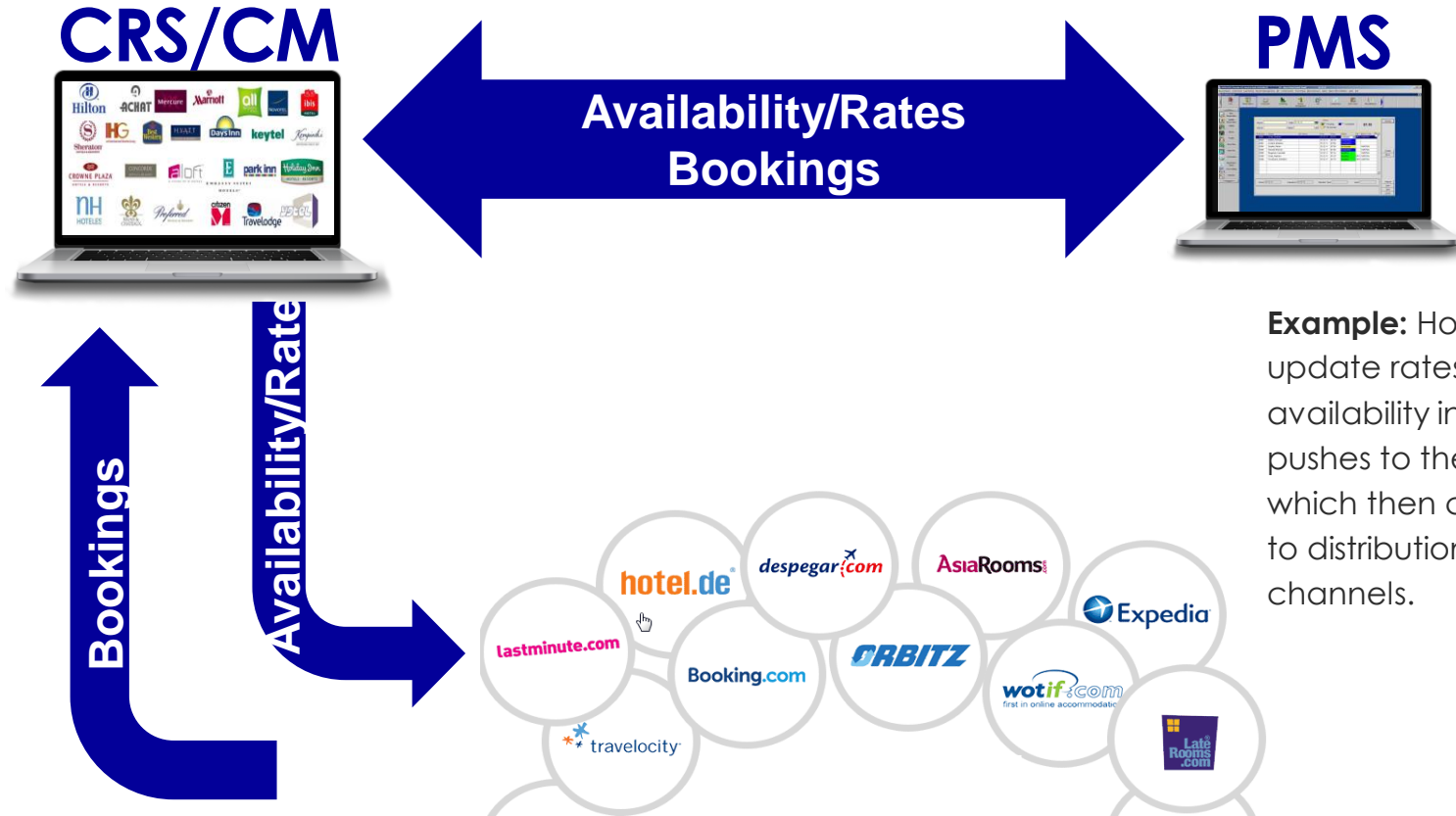
Hotel Systems: Channel Manager (CM)

CM's are "middlemen" systems that can distribute rates and inventory to multiple distribution channels at once. Also known as Rate Allocators.



Hotel Systems: Integrations

The system in which Expedia interfaces with may not always be the system that the property manages their rates & availability.

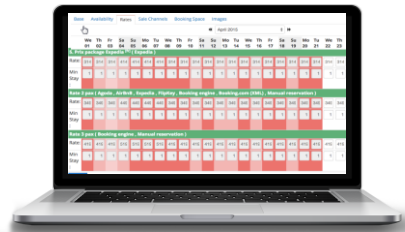


Example: Hotel may update rates and availability in PMS that pushes to the CRS/CM which then connects to distribution channels.

Hotel Systems: Integrations

Properties may use one system to interface rates & availability and another system to interface reservations or content information.

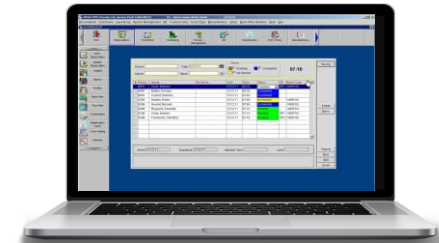
PMS/CRS/CM



Availability/Rates

Reminder: update in both areas to ensure there is no latency to distribution partner

PMS/CRS/CM



Bookings





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