HomeAway®

Activation Documentation for ResOnline™

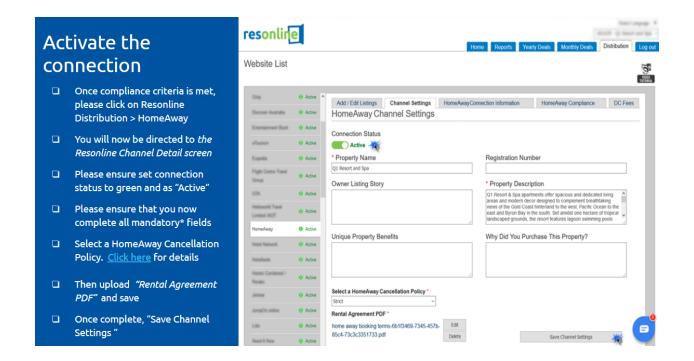## Minimum content requirements on HomeAway

To ensure that all listings meet basic quality standards, all new listings must meet the following requirements:

- Headline must include at least 20 characters (max of 80)
- Description must include at least 400 characters (max of 10,000)
- Each listing provide have at least 6 photos
- Bedroom and bathroom count should be included for each listing
- An accurate address and latitude/longitude are required for each property
- Updated calendar and rates information must be provided
- Registration number must be specified for listings in jurisdictions that require it
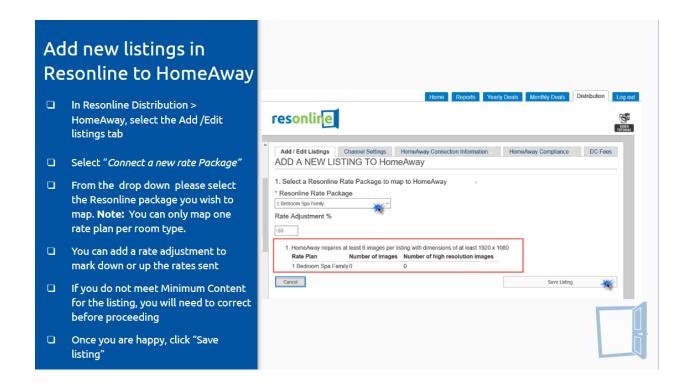
Please **click here** for full details on the Minimum Content for HomeAway

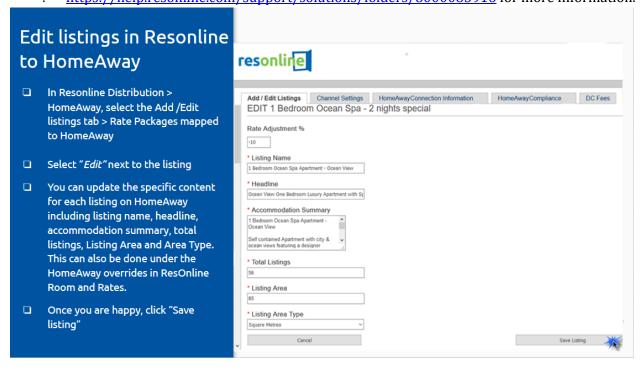## Activating your connection to HomeAway

- **Activate HomeAway as a channel partner.** To activate HomeAway as a channel partner in ResOnline after minimum content requirements are met, go to ResOnline Distribution and accept and connect HomeAway as the channel. Refer to
- . https://help.resonline.com/support/solutions/folders/8000085916 for more information.

Activate the connection

- ❏ Once compliance criteria is met, please click on Resonline Distribution > HomeAway

- ❏ You will now be directed to *the Resonline Channel Detail screen*

- ❏ Please ensure set connection status to green and as "Active"

- ❏ Please ensure that you now complete all mandatory* fields

- ❏ Select a HomeAway Cancellation Policy. Click here for details

- ❏ Then upload *"Rental Agreement PDF"* and save

- ❏ Once complete, "Save Channel Settings "

- **Contact your assigned HomeAway Account Manager or Support.** They will set your account and listing preferences so that you can begin the activation process.
- **Review the activation process with a Pre-implementation Specialist.** A Pre-implementation Specialist will contact you to confirm that your account is ready and set an appointment for your activation project.
- **Begin your project after an Implementation Specialist contacts you.** When it is time for your appointment, an Implementation Specialist will contact you to begin your project. He will send a mapping spreadsheet to you, which enables you to associate your software property IDs to HomeAway listings that you have already published. To find your property IDs within ResOnline, go to **ResOnline Distribution** > **HomeAway > Edit/Add Listings.** You will now be able to send your listing to HomeAway. Your listing IDs are the same as your property and rate plan IDs in ResOnline Rooms and Rates. For more information, see
- . https://help.resonline.com/support/solutions/folders/8000085916.

Add new listings in Resonline to HomeAway

- In Resonline Distribution > HomeAway, select the Add /Edit listings tab

- Select "*Connect a new rate Package*"

- From the drop down please select the Resonline package you wish to map. **Note:** You can only map one rate plan per room type.

- You can add a rate adjustment to mark down or up the rates sent

- If you do not meet Minimum Content for the listing, you will need to correct before proceeding

- Once you are happy, click "Save listing"

- **Enable your listings to feed over to HomeAway.** You can do this by saving your listing in ResOnline. To edit existing listings, to to **ResOnline Distribution > Add/Edit listing tab > Rate Packages** and view listings mapped to HomeAway. Then, select **Edit** next to the listing in question. Refer to

  . https://help.resonline.com/support/solutions/folders/8000085916 for more information.

Edit listings in Resonline to HomeAway

- In Resonline Distribution > HomeAway, select the Add /Edit listings tab > Rate Packages mapped to HomeAway

- Select "*Edit*" next to the listing

- You can update the specific content for each listing on HomeAway including listing name, headline, accommodation summary, total listings, Listing Area and Area Type. This can also be done under the HomeAway overrides in ResOnline Room and Rates.

- Once you are happy, click "Save listing"

- **Complete and return the mapping spreadsheet with the external IDs from ResOnline.** The Implementation Specialist will then set up your Listings and Online Booking (OLB) integrations. If you had existing listings on HomeAway, the Support Team will work with you to transfer reviews to your new listings.
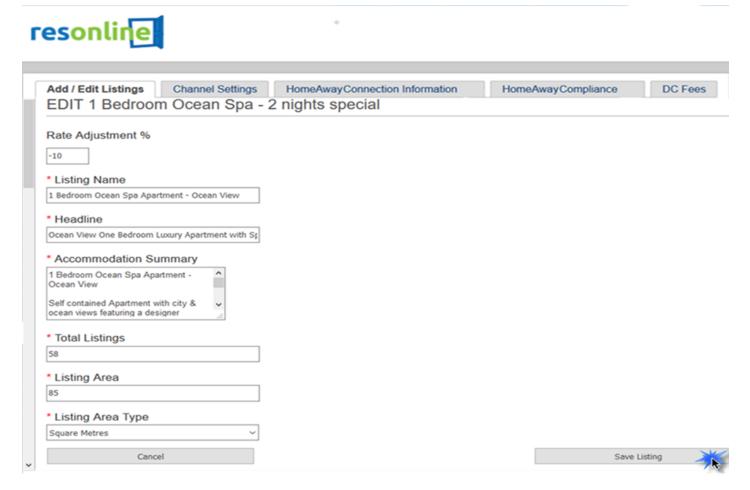
- **Troubleshoot issues and use the HomeAway dashboard.** Your activation is almost complete! Your Implementation Specialist will end the project by explaining how to troubleshoot errors on your nightly audit report and how to navigate your HomeAway dashboard. If you have any questions after your project closes, contact the Support Team for Integrated Property Managers (see bottom of this document).

  . *Note: After you are integrated, ResOnline becomes the system of record for rates, calendars, listing content, and photos. Any listing content entered on the HomeAway dashboard will be overwritten by the feed..*

Property information that feeds to HomeAway

For more information, refer to https://help.resonline.com/support/solutions/articles/8000070721-homeaway-minimum-content-requirements.

Headline

This is a brief description that uniquely describes the listing. It must contain 80-100 characters. To update your listing headline, go to **ResOnline Distribution** > **Add/Edit listing tab > Rate Packages** mapped to HomeAway. Then, select **Edit** next to the listing. This also can be updated in ResOnline rooms and rate under the HomeAway channel overrides.

Property Description

You must specify at least 400 characters but no more than 10,000. To update your listing description, go to **ResOnline Distribution > HomeAway > Channel Settings** and update the property description.
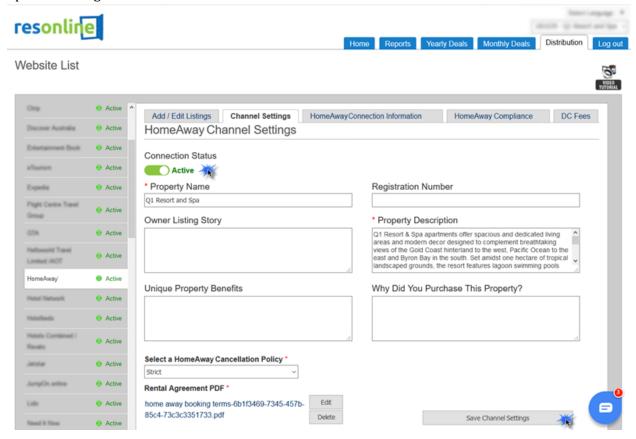

Location

To update your property's address and latitude/longitude, go to the **Property Details > Address** tab. Please ensure that the Geo-Location is populated as per google map geo location.
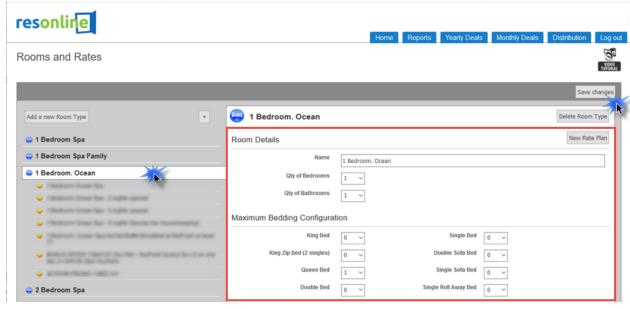
Property registration number

This is an optional field but must be provided if the property's jurisdiction requires registration.

To add a property registration number, go to **ResOnline Distribution > HomeAway > Channel Settings** and update the Registration Number.

Bedrooms and bathrooms

To specify the number of bedrooms and bathrooms, go to **ResOnline Rooms and Rate** for each HomeAway listing by selecting the blue icon on the room type for each rate plan. You must update the Room Details and the Maximum Bedding Configuration under Room Details. Then, save your changes.

Bedrooms and Bathroom Configurations

To specify the number of bedrooms and bathrooms, go to **ResOnline Rooms and Rate** for each HomeAway listing by selecting the blue icon on the room type for each rate plan. You must update the Bed and Bath Configuration under Room Details. Then, save your changes. For more information, refer to https://help.resonline.com/support/solutions/articles/8000078505-setting-up-bed-and-bath-configurations-

Maximum number of guests

To specify the maximum number of guests that a property can accommodate, go to **ResOnline Rooms and Rate** for each HomeAway listing by selecting the yellow icon on the rate type for each listing. Update the Standard Guest included in price, Maximum guest allowed & Extra Adult Charge.

Note: Extra child charges are not sent to HomeAway.

Minimum length of stay

To specify a minimum length of stay for a listing, go to **ResOnline Yearly or Monthly Deals > Single Rate Plan Update > Min Nights**. Select the **Minimum night** tab, highlight the dates in blue on the calendar, enter "Change Minimum night to - IE: 2" in the top right header, and then save. If you make a mistake, click the **Clear** button in the header and start again. Ensure that Rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan.

Note: HomeAway takes up to 720 days worth of inventory from ResOnline. You must have 30% of your availability listed. We highly recommend that you update to the bottom of your yearly deals calendar for each listing.

Maximum length of stay

This is an optional setting. To specify a maximum length of stay for a listing, go to **ResOnline Yearly Deals** for each HomeAway listing and update the **Maximum Night** tab. Highlight the dates in blue on the calendar, enter "Change Minimum night to - IE: 28" in the top right header, and then save. To clear the maximum nights, set these to 9999. When you go back into your calendar, you will see that the maximum nights have been removed.
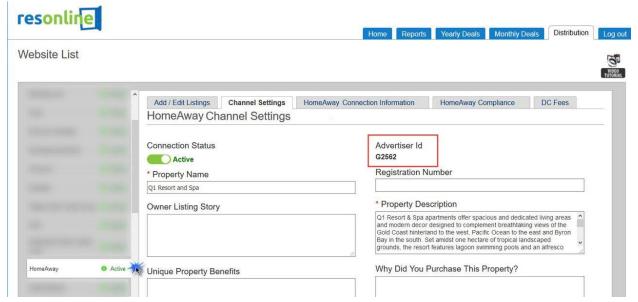
Photos

At least six images are required in JPEG format, minimum 1920 x 1080 resolution (3840 x 2160 is recommended), up to 20MB for each image. Only the first 50 photos feed to HomeAway. Images can be loaded with tooltip text and in the **Image** tab under **ResOnline Property Details**. Load the images in the order that you want them to appear in HomeAway. You can then select the images on under the yellow icon for each rate plan in ResOnline Room and Rates for each specific HomeAway listing. Save your changes.

Advertiser ID

You can locate your advertiser ID in ResOnline Distribution on the Channel Settings tab (**ResOnline >Distribution > Select HomeAway >Channel Settings Tab>Advertiser ID**).

Check-in and checkout time

To update the check-in and checkout time for a property, go to **ResOnline Property Details > booking policies > Check in and Check Out Policies**. Make sure that check in and checkout policies are updated and changes are saved.

Note: HomeAway only takes the check-in and checkout time in 24-hour increments **before Check in Closes**.

Custom house rules

Custom house rules are specified by your Rental agreement PDF under **ResOnline Distribution > Channel Settings**

Suitability for children

To specify if your property is suitable for children, contact ResOnline support. ResOnline will activate these setting. ResOnline will set the Max Child Age as Zero (0) if children are not accepted at your property. Ensure that it is also specified up by your booking policy and rental agreement PDF.
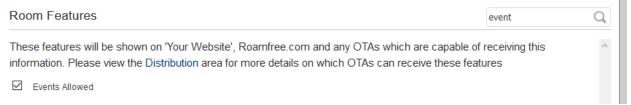

Suitability for events

To specify if a property is suitable for events, go to **ResOnline Properties Features tab> Events Allowed.**

Or, for a specific listing, save this in **ResOnline Room & Rates > Room Features (blue icon) > Events Allowed** for each specific listing.
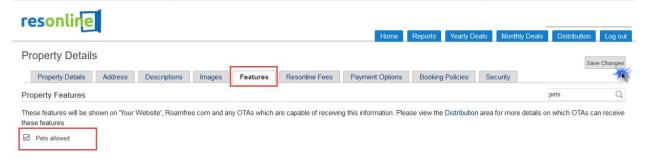

Suitability for smoking

To specify if guests are allowed for a specific listing, go to **ResOnline Room & Rates > Room Features (blue icon) > Smoking or Smoking Rooms** for each specific listing, and then save.

Suitability for pets

To indicate that a property is pet-friendly, go to **ResOnline Properties Features tab > Pets Allowed.**

Or, For a specific listing, go to **ResOnline Room & Rates > Room Features (blue icon) > Pets Allowed** for each specific listing, and then save.

Multi-unit listings

Multi-unit inventory on HomeAway is integrated as one representative unit. This means that there will be only one listing with one unit type that can have multiple similar bookable units behind it. Below are examples of how your properties can be organized into multi-unit listings:
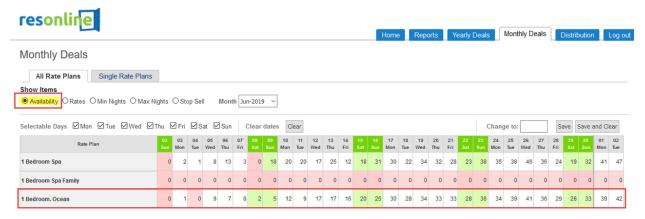
- **One property with multiple similar units**: An example of this would be a condo/apartment building with 10 one-bedroom rentals of the same size, furnishings, and layout. In this example, there would be **one listing** (the one bedroom rental unit type) that represents **10 bookable units**.
- **One property with multiple rental configurations representing multiple similar units**: An example of this would be an apartment building with 10 one-bedroom rentals and 10 two-bedroom rentals. In this example, the one and two bedroom rentals would be **two separate listings** (one for each unit type) with **10 bookable units** on each listing.
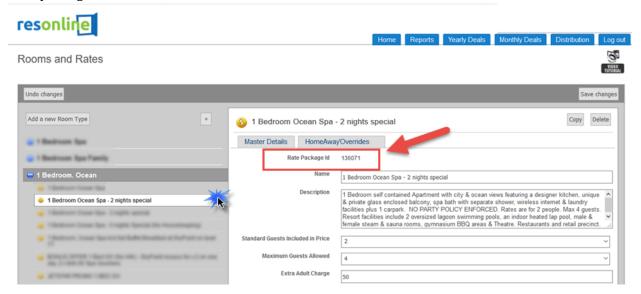
HomeAway's multi-unit requirements

- Each single unit listing must have the same rate structure
- Calendars are consolidated for bookable units
- You are responsible for making sure your software has correctly allocated incoming booking requests to the appropriate bookable units
- HomeAway needs a credit card on file for your commission payments
- Multi-unit listings must comply with [HomeAway's Marketplace Guidelines](#)
- Each multi-unit listing can have up to 500 photos; HomeAway recommends having 50 photos per listings
- Unit-level description and photos should not be used
- Listings must meet the minimum content requirements

Multi-unit terminology

ResOnline refers to unit types as room types, and bookable units are the number of available units if one or more max rooms are available to be booked in your yearly or monthly deals calendar.
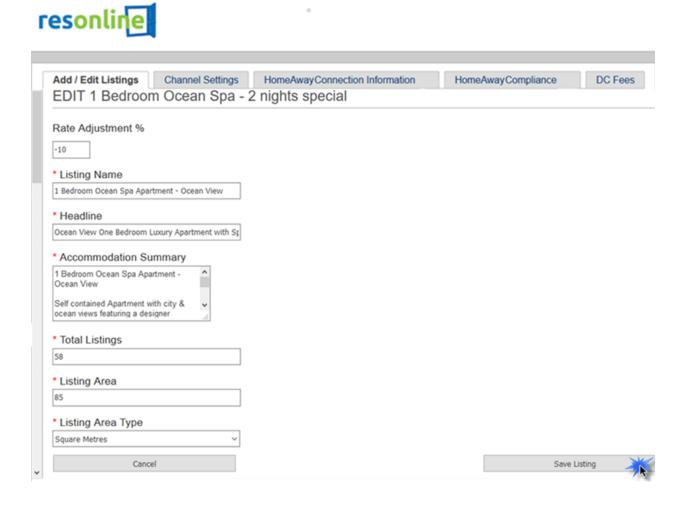

Bookable unit-level IDs

You can find IDs for the individual bookable units in ResOnline for each listing under the yellow icon under the Rate package ID in ResOnline Room and Rates.

Bookable unit-level content

You can enter listing content information in ResOnline by updating your listing description in ResOnline Distribution for HomeAway. To update your listing content in ResOnline Distribution for HomeAway, select the **Add/Edit listing tab> Rate Packages** mapped to HomeAway. Then, select **Edit** next to the listing. This also can be updated in ResOnline rooms and rate under the HomeAway channel overrides.

Rates in ResOnline

To update rates for a specific listing, go to ResOnline Yearly or Monthly Deals and update the Rates tab for each HomeAway listing. Select Rates tab, highlight the dates in blue on the calendar, enter "Change Rate to - ie: 200" in the top right header, and then save. If you make a mistake, clear dates in the header and start again. Ensure that rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan.

Note: HomeAway takes up to 720 days worth of inventory from ResOnline. You must have 30% of your availability listed. We highly recommend that you update your inventory to the bottom of your yearly deals calendar for each listing. See https://help.resonline.com/support/solutions/articles/8000078186-yearly-deals.

Default base rate

To enter a default base rate in ResOnline, go to **ResOnline Room and Rates** under each of the Rate package (yellow icon). You must specify a "standard rate" for each specific HomeAway listing.
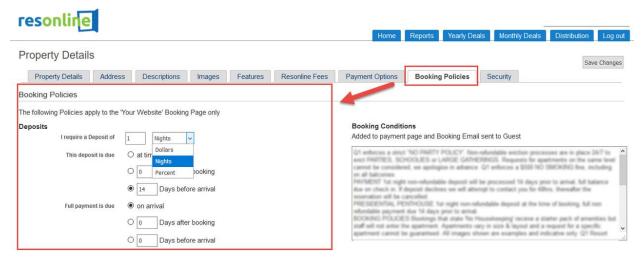
Nightly rates

To specify nightly rates in ResOnline, go to ResOnline Yearly or Monthly Deals and update the Rates tab for each HomeAway listing. Select the Rates tab, highlight the dates in blue on the calendar, enter "Change Rate to - ie: 200" in the top right header, and then save. If you make a mistake, clear dates in the header and start again. Ensure that Rates are loading ResOnline prior to updating minimum nights because minimum nights need a rate plan. Refer to https://help.resonline.com/support/solutions/articles/8000078186-yearly-deals for more information.
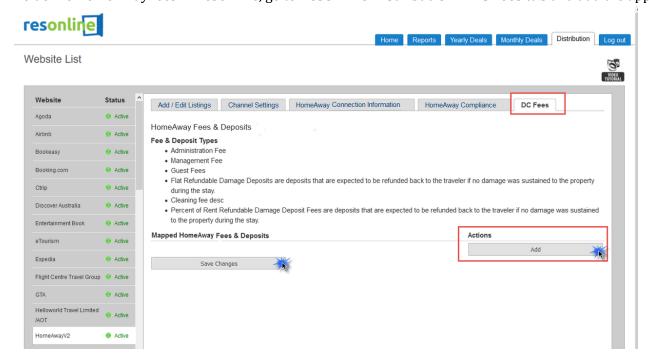
Payment schedule

To define a payment schedule for the traveler in ResOnline, go to **Booking Policy Tab > Deposits in ResOnline Property Details**. Because HomeAway cannot accept a deposit of X nights, this setting defaults to 100% at the time of booking. Dollar and percent values are accepted by HomeAway.

Note: Properties must take payment for all HomeAway bookings accordint to the property's booking policy. Credit card details are located in the ResOnline Credit Card Vault. CCV will be emailed separately.
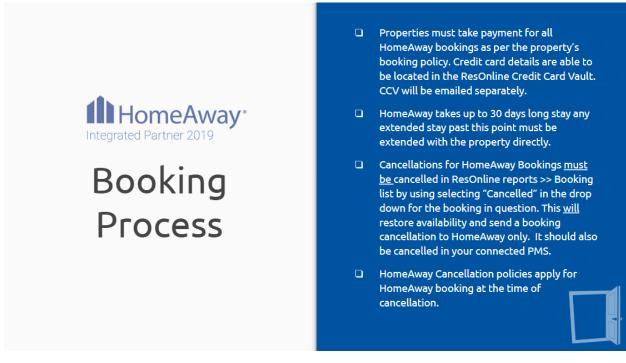

Fees

To define HomeAway fees in ResOnline, go to **ResOnline Distribution > DC Fees tab** and add the applicable fee.

Discounts

To add discounts in ResOnline, set a [rate adjustment](#) or [channel override](#) in ResOnline for HomeAway.
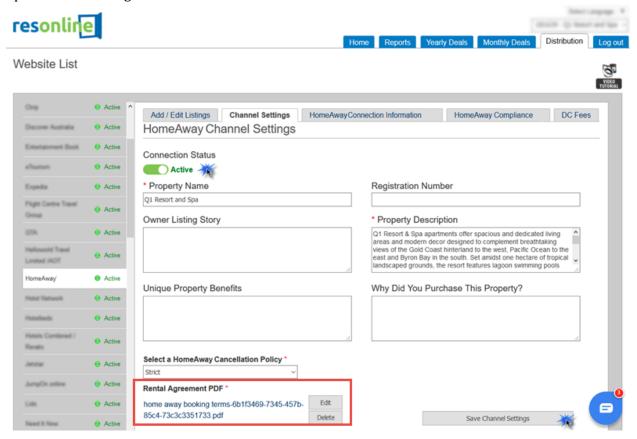

Managing bookings in ResOnline

Payment

Because ResOnline does <u>not</u> process payments, properties must take payment directly for all HomeAway bookings according to the property's booking policy. Credit card details are located in the ResOnline Credit Card Vault. Because ResOnline is PCI compliant, CCV will be emailed separately to your reservation email address under ResOnline property details.
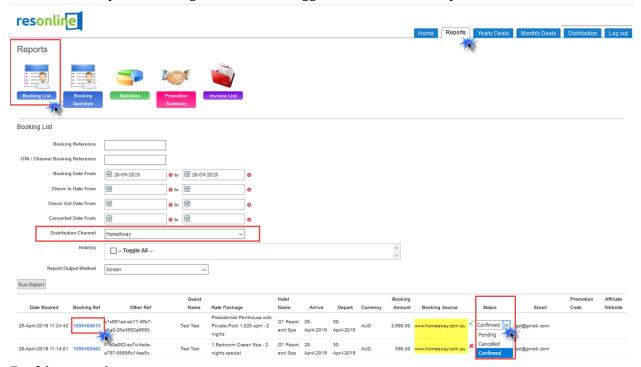
Rental agreement

To upload a PDF of your rental agreement in ResOnline Distribution for HomeAway, select **Channel Settings** and upload the rental agreement.

HomeAway bookings

To locate bookings in ResOnline, go to **Reports > Booking list** from the ResOnline Home page. If a booking is from HomeAway, the booking source will be tagged as www.homeaway.com.

Booking creation

You may receive a booking through an inquiry or phone call from a traveler who found the listing on HomeAway. Properly attributing these off-platform bookings to HomeAway in your software factors into your listing's overall performance that is reported through the HomeAway Booking update service (BUS). Performance factors into where listings are displayed in HomeAway search results. To manually create a booking in ResOnline, insert it through your connected property management system (PMS) or by entering a manual booking in ResOnline.

Instant booking

All bookings from HomeAway will be instantly confirmed. You can change the status of a booking in ResOnline reports.
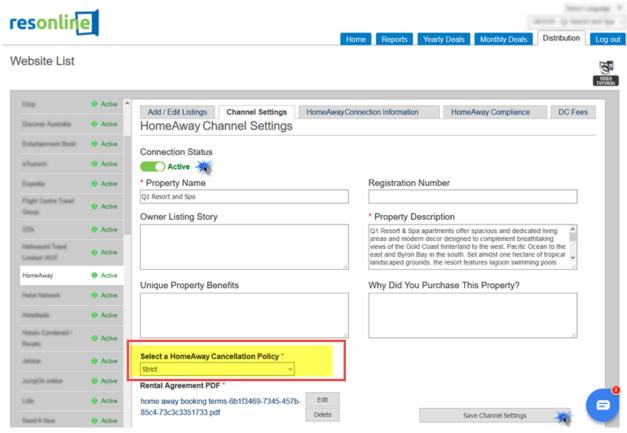
Booking confirmation emails

To enable confirmation emails to go out to travelers once their bookings are confirmed, ensure that these are sent from your connected PMS.
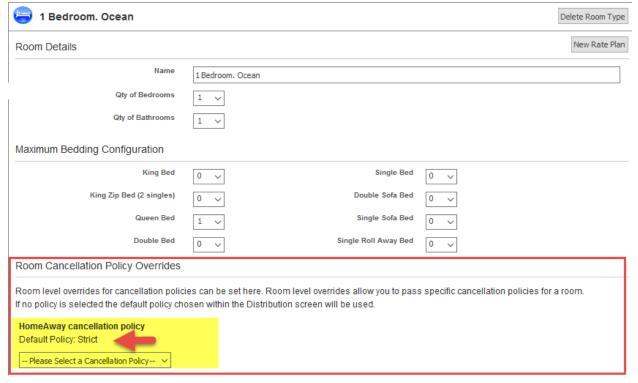
Booking cancellation

To cancel a booking in ResOnline, change the status of a booking to "cancelled" in ResOnline reports. This will restore availability and send a booking cancellation to HomeAway only. It should also be cancelled in your connected PMS.

Cancellation policy

To select a cancellation policy for a property, select **Channel Settings** and the HomeAway cancellation policy that you wish to apply for the property. This will be applied to each booking. Refer to https://help.homeaway.com.au/articles/What-are-the-cancellation-policy-options.
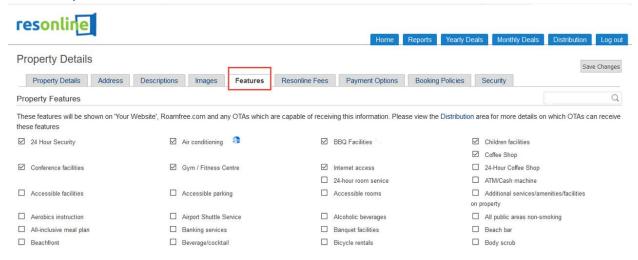

Or, for a specific listing, save the policy in **ResOnline Room & Rates > Room Details (blue icon) > HomeAway Cancellation Policy** for each specific listing. Note that the default cancellation policy will be stated, so this functionality allows you to override the default for a specific rate plan.
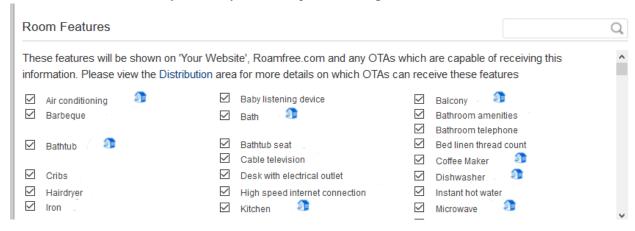
Amenities/Features in ResOnline

You can save HomeAway property amenities in the ResOnline Properties Features tab. These will be marked by a HomeAway icon.

Or, for a specific listing/unit, save the amenities/features (marked by a HomeAway icon) in **Resonline Room & Rates > Room Features** (blue icon) for each specific listing, and then save.

HomeAway support for integrated property managers

After your software is activated, you can contact the HomeAway Support Team using the contact information below. If you have questions about billing, adding properties, and so on, please contact your assigned HomeAway Account Manager.

- US: 1-877-239-2592 | http://help.homeaway.com/contact
- DE: +49 69 2573 78892 | http://hilfe.fewo-direkt.de/contact
- UK: +44 203 514 5512 | http://help.homeaway.co.uk/contact
- FR: +33 4 13 68 10 44 | http://aide.abritel.fr/contact
- ES: +34 911 238 313 | http://ayuda.homeaway.es/contact
- IT: +39 06 94 80 21 25 | http://aiuto.homeaway.it/contact
- PT: +351 308804358 | https://ajuda.homeaway.pt/contact
- AU: +61 1800 422 276 | pm-support@homeaway.com.au
- NZ: | pm-support@homeaway.co.nz

ResOnline support

You can contact the ResOnline support team by help.resonline.com or https://www.resonline.com/contact-us.

ResOnline Support:
 T: 07 5668 2540
 E: support@resonline.com

ResOnline Sales:
 T: 07 5668 2531
 E: sales@resonline.com

Last updated: 10 June 2019

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