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Certification Checklist

Hotel APIs

Using the checklist document

You will need Adobe Acrobat Pro to fill this PDF form. Please download the checklist and open with Adobe Acrobat.
After completing the form, please submit the document to your Technical Account Manager.

Introduction

1. Prior to submission, make sure that all the criteria listed below have been verified by your internal team.
2. Once the implementation is verified:
    a. Upload an image of the page implemented by you.
    b. Upload the API request and response logs for the full booking path from which the page image information was derived.
3. Select the checklist items to confirm the page items that you have implemented and verified.
4. Save and provide the completed certification checklist to your Technical Account Manager.

Sample search criteria:

Use the following sample `hotel_ids` and search criteria in your search to get optimal examples including `mandatory_fee_details` for the implementation check.

- `hotel_ids`**: 700076948**
- Search criteria: 3 nights, 5 adults and 2 rooms

Single room search Vs multiple room search

Note: If you are implementing multiple room search/booking, please submit separate copies of the checklist for single and multiple room search/booking samples.

Following additional information is applicable to multiple room search/booking.

- In multiple room search results, `display_price/source_price` is the average nightly price for one room as in `display_night_price/source_night_price`.

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- In multiple room search results, `display_total/source_total` provides the total charges for the total number of rooms, occupancy and nights in the search (with applicable taxes and fees).
- You can book multiple rooms for the same room type. But you cannot book different room types in a single Express.Book request. For example, you can book two of the "Double room", but you cannot book one of "Double room" and one of "Twin room" in a single Express.Book request.

Fraud prevention integration for non-MoR partners

If you are a non-Merchant-of-Record (MoR) partner, you need to implement the fraud prevention integration which Priceline has engaged in collaboration with a leading fraud screening vendor, Forter. Refer to the Fraud Prevention Implementation Guide here to learn more details about this integration.

Are you acting as Merchant-of-Record (MoR) or have you integrated Forter fraud prevention?

- ◯ Acting as Merchant-of-Record (MoR)
- ◯ Integrated Forter fraud prevention

Jump to:

- Checklist
- Results page
- Details page
- Booking entry page
- Success page
- Confirmation email
- Cancellation email
- Response timeouts
- Reconciliation

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Checklist

Note:
If you are acting as the **Merchant of Record (MoR)**,

- For items marked**, the implementation examples are required.
- For items marked***, partner needs to store the values of these items for references, but you do not need to display them to the customer in implementation.

Results page

- ☐ Average Nightly Rate**
- ☐ Currency**
- ☐ Property Name**
- ☐ Full Property Address
- ☐ Star Rating
- ☐ Search Box

Details page

- ☐ Property Name**
- ☐ Full Property Address
- ☐ Star Rating
- ☐ Description
- ☐ Amenities
- ☐ Reviews
- ☐ Average Nightly Rate**
- ☐ Room/Rate Description**
- ☐ Cancellation Policy**

Booking entry page

- ☐ Property Name**
- ☐ Full Property Address
- ☐ Room/Rate Description**
- ☐ Check-In Date
- ☐ Check-Out Date
- ☐ Insurance Data Block (if applicable)
- ☐ Summary of Charges**
    - ☐ Average Nightly Rate
    - ☐ Number of Nights
    - ☐ Number of Rooms
    - ☐ Taxes and Fees
        - ☐ Taxes and Fees Light Box
    - ☐ Resort Fee (if applicable)

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- [ ] Room Subtotal
- [ ] Total Price

- [ ] Important Information**
  - [ ] Public Rate Info
  - [ ] BKG Rate Info (if applicable)
  - [ ] Private Rate Info (if applicable)
  - [ ] AGD Rate Info (if applicable)
- [ ] Terms and Conditions
- [ ] Privacy Policy
- [ ] Customer Agreement (Initials, Checkbox, etc.)
- [ ] Payment information**
- [ ] Email address**

Success page

- [ ] Property Name**
- [ ] Full Property Address**
- [ ] Room/Rate Description**
- [ ] Check-In Date**
- [ ] Check-Out Date**
- [ ] Summary of Charges**
  - [ ] Average Nightly Rate
  - [ ] Number of Nights**
  - [ ] Number of Rooms**
  - [ ] Taxes and Fees**
    - [ ] Taxes and Fee Light Box
  - [ ] Resort Fee (if applicable)**
  - [ ] Room Subtotal
  - [ ] Total Price**
- [ ] Important Information**
  - [ ] Public Rate Info
  - [ ] BKG Rate Info (if applicable)
  - [ ] Private Rate Info (if applicable)
  - [ ] AGD Rate Info (if applicable)
  - [ ] The Customer Service Information is included for each rate type
- [ ] Trip ID***
- [ ] PIN Number (If integrating BKG rates)***
- [ ] Hotel Confirmation Number***
  - [ ] Each room has a number
- [ ] Hotel Phone Number
- [ ] Room Information**
- [ ] Billing name provided to book the rate**
- [ ] Cancellation link for cancellable rates

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- [ ] Cancelled bookings produce the Cancellation email
- [ ] Not displayed for non-cancellable rates

Confirmation email

- [ ] Property Name**
- [ ] Full Property Address**
- [ ] Room/Rate Description**
- [ ] Check-In Date**
- [ ] Check-Out Date**
- [ ] Summary of Charges**
  - [ ] Average Nightly Rate
  - [ ] Number of Nights
  - [ ] Number of Rooms
  - [ ] Taxes and Fees
  - [ ] Resort Fee (if applicable)
  - [ ] Room Subtotal
  - [ ] Total Price
- [ ] Trip ID***
- [ ] PIN Number (If integrating BKG rates***
- [ ] Hotel Confirmation Number***
  - [ ] Each room has a number
- [ ] Hotel Phone Number
- [ ] Customer Service Number
- [ ] Booking Status

Cancellation email

- [ ] Booking Status**
- [ ] Trip ID***
- [ ] Property Name
- [ ] Full Property Address
- [ ] Check-In Date
- [ ] Check-Out Date
- [ ] Hotel Phone Number
- [ ] Refund amount**

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Results page

Refer to image 1.1 for an example of the Results page criteria implemented in one of our whitelabel products.

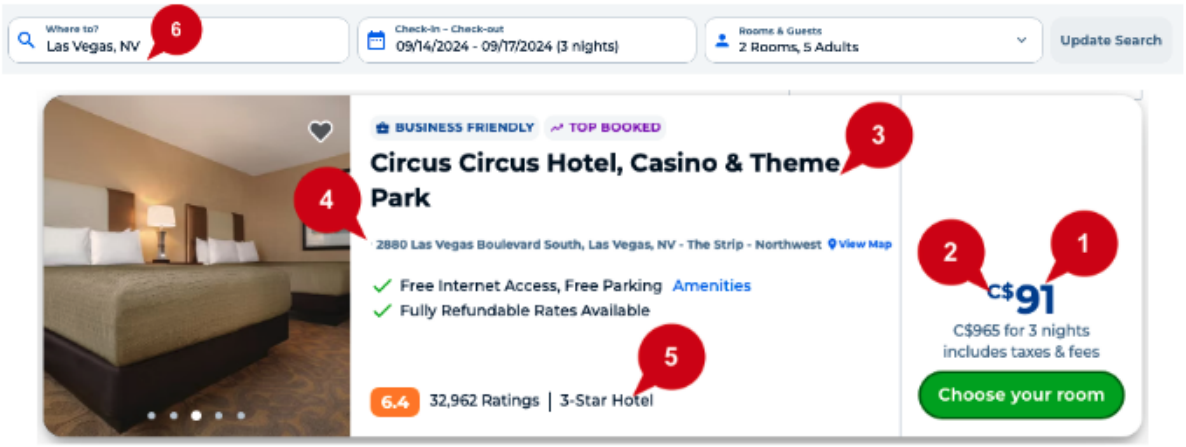


Image 1.1

Upload the API request and response logs

- Attach a log of your API request including the response. Redact the api_key in the attached log.
- Provide a unique identifiable name for the API log file, for example, "Availability API log".
- Example of a log content:
  `https://api-sandbox.rezserver.com/api/hotel/getExpress.Availability?format=json2&refid={refid}&api_key={api_key}&city_id=800050526&check_in=2021-10-19&check_out=2021-10-21&sort_by=most_popular`

Attach API Log

Page Item	Certification Criteria

1 - Average Nightly Rate**	• Expected criteria:
	  ○ The page should display Avg. Nightly Rate for each property and the rate is not multiplied by the number of nights or rooms.
	• Above page output should match with the API.
	  ○ API Endpoint: `Express.Availability`
	  ○ Node: `price_details.source_price` for each property
	• Notes:
	  ○ If a value is returned that has truncated a trailing zero, that must be displayed in the proper monetary format (two decimal places or whole dollar)
	  ○ If using a different currency than the source currency, the `display_price` can be used along with `display_currency`
	• Upload a sample of the partner page for certification.

Upload UI sample

View description

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2 - Currency**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The correct currency, currency code, & currency symbol are displayed.
	• Above page output should match with the API.
	  ○ API Endpoint: `Express.Availability`
	  ○ Node: `source_currency` and `source_symbol` nodes within the `price_details` cluster
	• Notes:
	  ○ If using a different currency than the source currency, the display_currency and display_symbol nodes can be used
	  ○ If you are using the currency converter through our API, note that despite the fact that we may issue the converted value through our display_currency and display_total nodes, the customer is charged based on the source_currency and source_total values. If approved for the Invoice Payment method, we only accept USD. See more detail in the Price Details Guide.
	• Upload a sample of the partner page for certification.

3 - Property Name**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property
	• Above page output should match with the API.
	  ○ API Endpoint: `Express.Availability`
	  ○ Node: `hotel_data.name`
	• Upload a sample of the partner page for certification.

4 - Full Property Address
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.
	  ○ API Endpoint: `Express.Availability`
	  ○ Node: `hotel_data.address` cluster
	• Upload a sample of the partner page for certification.

5 - Star Rating
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The correct star rating must be displayed for each property
	• Above page output should match with the API.
	  ○ API Endpoint: `Express.Availability`
	  ○ Node: `hotel_data.star_rating`
	• Upload a sample of the partner page for certification.

6 - Search Box
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ A search box must be accessible on the Results page.
	  ○ Can be a slimmed down version of the Hotel search box
	• Above page output should match with the API.
	  ○ You can use the appropriate Content API(s). Refer to the Downloads-Hotel Guide section here.
	  ○ Upload a sample of the partner page for certification.

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Details page

Refer to image 1.2 for an example of the Details page criteria implemented in one of our whitelabel products.

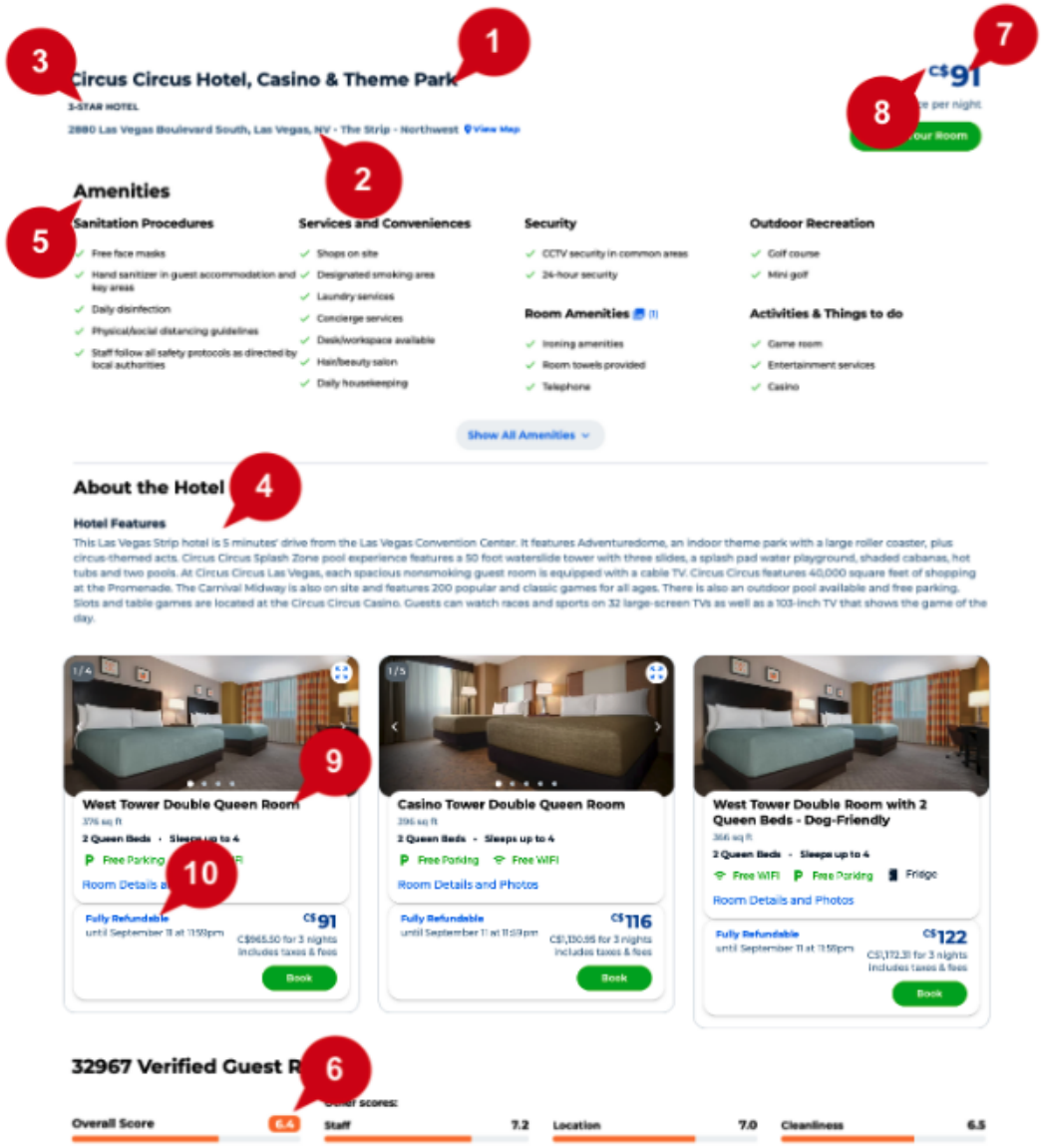


Image 1.2

Upload the API request and response logs

- Attach a log of your API request including the response. Redact the api_key in the attached log.
- Provide a unique identifiable name for the API log file, for example, "Contract API log".
- Example of a log:
  `https://api-sandbox.rezserver.com/api/hotel/getExpress.Contract?format=json2&refid={refid}&api_key={api_key}&ppn_bundle=HER_bb3GNk6qbSPlv4w...`

Attach API Log

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Page Item	Certification Criteria

1 - Property Name**
 Upload UI sample
 View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `hotel_data > name`
	• Upload a sample of the partner page for certification.

2 - Full Property Address
 Upload UI sample
 View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `hotel_data > address`
	• Upload a sample of the partner page for certification.

3 - Star Rating	• Expected criteria:
	  ○ The correct star rating must be displayed for each property
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	• Upload a sample of the partner page for certification.

4 - Hotel Description
 Upload UI sample
 View description
	• The hotel description must be displayed, it can be partially collapsed, but must be visible and accessible.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `hotel_description`
	• Upload a sample of the partner page for certification.

5 - Amenities
 Upload UI sample
 View description
	• Expected criteria:
	  ○ The amenities that are returned for the property must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `amenity_data`

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	• Upload a sample of the partner page for certification.

6 - Reviews
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ Provided review data should be displayed.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `review_rating` and `review_rating_desc` under `hotel_data`
	  • Additional data under `hotel_score` and `review_score_data` cluster
	• Upload a sample of the partner page for certification.

7 - Average Nightly Rate**
 	
Upload UI sample
View description
	• Example: Expected criteria:
	  ○ The Avg. Nightly Rate is displayed for each properly
	  ○ The correct currency, currency code, & currency symbol are displayed
	  ○ The rate is not multiplied by the number of nights or rooms
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `price_details > source_price`
	• Note:
	  ○ Download option available.
	  ○ If a value is returned that has truncated a trailing zero, that must be displayed in the proper monetary format
	  ○ If using a different currency than the source currency, the display_price node can be used
	• Upload a sample of the partner page for certification.

8 - Currency
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The correct currency, currency code, & currency symbol are displayed.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `source_currency` and `source_symbol` nodes within the `price_details` cluster
	• Notes:
	  ○ If using a different currency than the source currency, the display_currency and display_symbol nodes can be used
	  ○ If you are using the currency converter through our API, note that despite the fact that we may issue the converted value through our display_currency and display_total nodes, we will always be charging based on the source_currency and source_total values. If approved for the Invoice Payment method, we only accept USD. See more detail in Guide.
	• Upload a sample of the partner page for certification.

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9 - Room/Rate Description**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The description that is returned for each rate must be displayed
	  ○ Verify if the room type reflects what can be accommodated for each room.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Nodes: `occupancy_limit, title, description`
	• Upload a sample of the partner page for certification.

10 - Cancellation Policy**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The cancellation policy must be displayed for each rate. See if the correct cancellation type is reflected.
	• Above page output should match with the API.
	  ○ API Endpoint (single contract search): `Express.Contract`
	  ○ API Endpoint (multiple contract search): `Express.MultiContract`
	  ○ Node: `is_cancellable, *_cancellation_fee`
	• Note:
	  ○ `is_cancellable` node: true if cancellable, false if not cancellable
	  ○ `*_cancellation_fee` under cancellation_details: 0 if free cancellation
	  ○ See Cancellation Guide for more detail.
	• Upload a sample of the partner page for certification.

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Booking entry page

Refer to image 1.3 for an example of the Booking entry page criteria implemented in one of our whitelabel products.

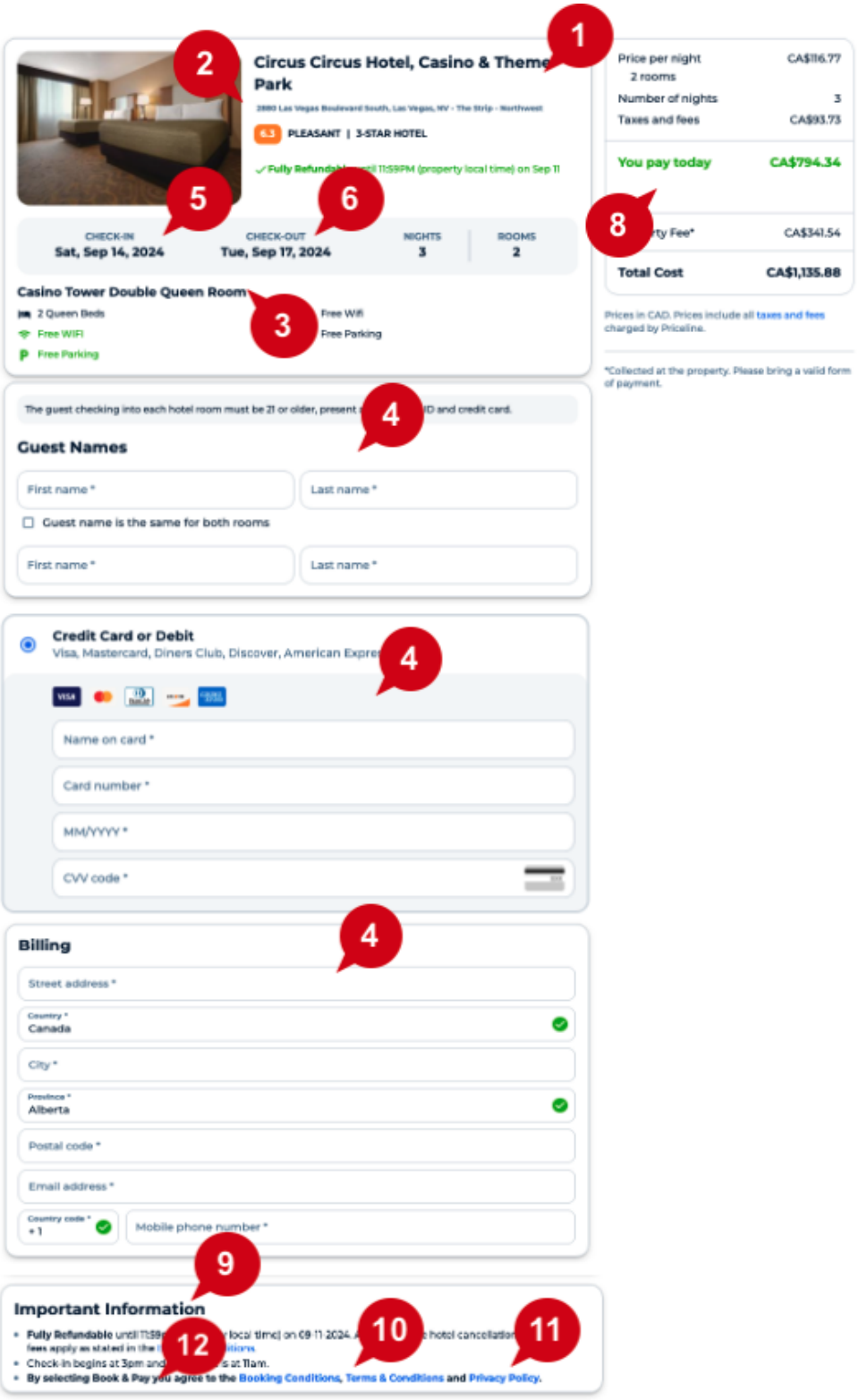


Image 1.3

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Upload the API request and response logs

- Attach a log of your API request including the response. Redact the api_key in the attached log.
- Provide a unique identifiable name for the API log file, for example, "Book API log".
- Example of a log:
  `https://api-sandbox.rezserver.com/api/hotel/getExpress.Book > {Request Body}`
  `format=json2&refid={refid}&api_key={api_key}&name_first=John&name_last=Doe&email=test@priceline.com...`

Attach API Log

Page Item	Certification Criteria

1 - Property Name**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.Book`
	  ○ Node: `hotel_data > hotel_name`
	• Upload a sample of the partner page for certification.

2 - Full Property Address
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.Book`
	  ○ Node: `hotel_data > address`
	• Upload a sample of the partner page for certification.

3 - Room/Rate Description**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ The description that is returned for each rate must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.Book`
	  ○ Nodes: `title, description`
	• Upload a sample of the partner page for certification.

4 - Customer Name/ Card Details/ Email Inputs**
 	
Upload UI sample
View description
	• Expected criteria:
	  ○ A customer name should be provided as the lead guest: `name_first, name_last` parameters
	  ○ Additional guest names (for booking multiple rooms) are optional: `guest_name_first[#], guest_name_middle[#], guest_name_last[#]` parameters
	  ○ Card details should be provided: `card_holder, address_line_one, address_line_two, address_city, address_postal_code, country_code` parameters

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Upload UI sample View description	○ If the partner is acting as MoR, card details should reflect the partner's credit card information. ○ If insurance is added in book request (`add_insurance=1`), the optional `address_state_code` parameter should be provided with the address: `address_line_one, address_line_two, address_city, address_postal_code,address_state_code, country_code` parameters ○ email should be a static monitored email address since the cancellations or changes in the reservation are communicated through this email address: `email` ○ Phone number of customer should be provided: `phone_number` parameter ○ Upload a sample of the partner page for certification.
5 - Check-In Date Upload UI sample View description	● Expected criteria: ○ The selected check-in date must be displayed ○ Day of the week is recommended, but not required. ● Above page output should match with the API. ○ API Endpoint : `Express.Book` ○ Nodes: `check_in` ● Upload a sample of the partner page for certification.
6 - Check-Out Date Upload UI sample View description	● Expected criteria: ○ The selected check-out date must be displayed ○ Day of the week is recommended, but not required. ● Above page output should match with the API. ○ API Endpoint : `Express.Book` ○ Nodes: `check_out` ● Upload a sample of the partner page for certification.
7 - Insurance Data Block (if applicable) Upload UI sample View description	● Expected criteria: ○ The HTML code block provided in the response must be used without alterations when displaying the 'add insurance' option to the customer. ● Above page output should match with the API. ○ API Endpoint : `Express.Contract` ○ Nodes: `ti_html` ● Upload a sample of the partner page for certification.
8 - Summary of Charges** Upload UI sample View description	● Expected criteria: ○ The avg. nightly rate is displayed for the selected rate ○ The number of nights is displayed ○ The number of rooms is displayed ○ The Taxes and Fees are displayed: "Taxes and Fees" is hyperlinked to a light box that displays additional verbiage ○ The Resort Fee is displayed, if applicable ○ The room subtotal is displayed ○ Verify if the total price includes prepaid mandatory fee when applicable and reflects the same as in API's price_details > display_total. See more detail in Guide.

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Upload UI sample View description	○ The correct currency, currency code, & currency symbol are displayed. See the Price Details Guide. ○ payment_type: PREPAID or POSTPAID - Make sure that the postpaid resort fee is clearly indicated to the user under mandatory_fee_details. ○ If a value is returned that has truncated a trailing zero, that must be displayed in the proper monetary format ● Above page output should match with the API. ○ API Endpoint : `Express.Book` ○ Nodes: ■ Avg. nightly rate is returned under the `display_price` node ■ Number of nights is returned under the `num_nights` node ■ Number of rooms is displayed under the `num_rooms` node ■ Taxes & Fees are displayed under the `display_taxes` node. "Taxes & Fees" must be a link to display additional verbiage that is returned under the `taxes_and_fees` policy node ■ Resort Fee is displayed under the `display_property_fee` node ■ Total price for the rooms is displayed under the `display_total` node ■ The currency information is returned under the `display_currency` & `display_symbol` nodes ■ `mandatory_fee_details` if applicable ● Notes: ○ The Resort Fee is required by law, as per Legal. ○ Taxes & Fees legalese is required by law, as per Legal. ○ Day of the week is recommended, but not required. ○ Note that the `display_*` values are for display purposes only. `source_* values` are the actual charged values. See the Price Details Guide. ● Upload a sample of the partner page for certification.
9 - Important Information** Upload UI sample View description	● Expected criteria: ○ The Important Information must be displayed for the selected rate ○ Each inventory type has a different set of verbiage ○ Verbiage also differs by cancellation policy ○ All titles & paragraphs must be displayed as received ● Above page output should match with the API. ○ API Endpoint : `Express.Book` ○ Nodes: `important_information` ● Notes: ○ Must be displayed as is if Priceline is MOR, as per Legal/CS. ○ This may relate to any of the following types of rates. ■ Public Rate Info ■ BKG Rate Info (if applicable) ■ Private Rate Info (if applicable) ■ AGD Rate Info (if applicable)

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	• Upload a sample of the partner page for certification.

10 - Terms and Conditions
Upload UI sample
View description
	• Expected criteria:
	  ○ The Terms and Conditions must be displayed; they can be hidden behind a click
	• Above page output should match with the API.
	  ○ API Endpoint : `getPolicy.Hotel`
	  ○ Nodes: `N/A`
	• Upload a sample of the partner page for certification.

11 - Privacy Policy
Upload UI sample
View description
	• Expected criteria:
	  ○ The Privacy Policy must be displayed; it can be hidden behind a click.
	• Above page output should match with the API.
	  ○ API Endpoint : `getPolicy.Hotel`
	  ○ Nodes: `N/A`
	• Upload a sample of the partner page for certification.

12 - Customer Agreement
Upload UI sample
View description
	• Expected criteria:
	  ○ The customer must agree to the price and all terms in order to book, this can be: Initials input box, Check box, etc.
	• Above page output should match with the API.
	  ○ API Endpoint : `N/A`
	  ○ Nodes: `N/A`
	• Notes:
	  ○ Front end change for the partner
	• Upload a sample of the partner page for certification.

13 - Partner trip identifier
Upload UI sample
View description
	• Expected criteria:
	  ○ We recommend that you generate your own trip identifier and pass it with the book request. Refer to the Partner Trip Identifier Guide to learn more about this feature. This allows you to look up a reservation with your own partner trip id.
	• Above data should match with the API request.
	  ○ API Endpoint : `Express.Book`
	  ○ Parameter: `partner_tripid`
	• Notes:
	  ○ This is for partner's use only and not to be provided to the customer.
	• Upload a sample of the partner trip id implementation for certification.

14 - Refclick ID
Upload UI sample
View description
	• Expected criteria:
	  ○ We recommend that you utilize the `refclickid` parameter in the book request to track marketing attribution.
	• Above data should match with the API request.
	  ○ API Endpoint : `Express.Book`
	  ○ Parameter: `refclickid`
	• Upload a sample of the refclickid implementation for certification.

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Success page

Refer to image 1.4 for an example of the Success page criteria implemented in one of our whitelabel products.

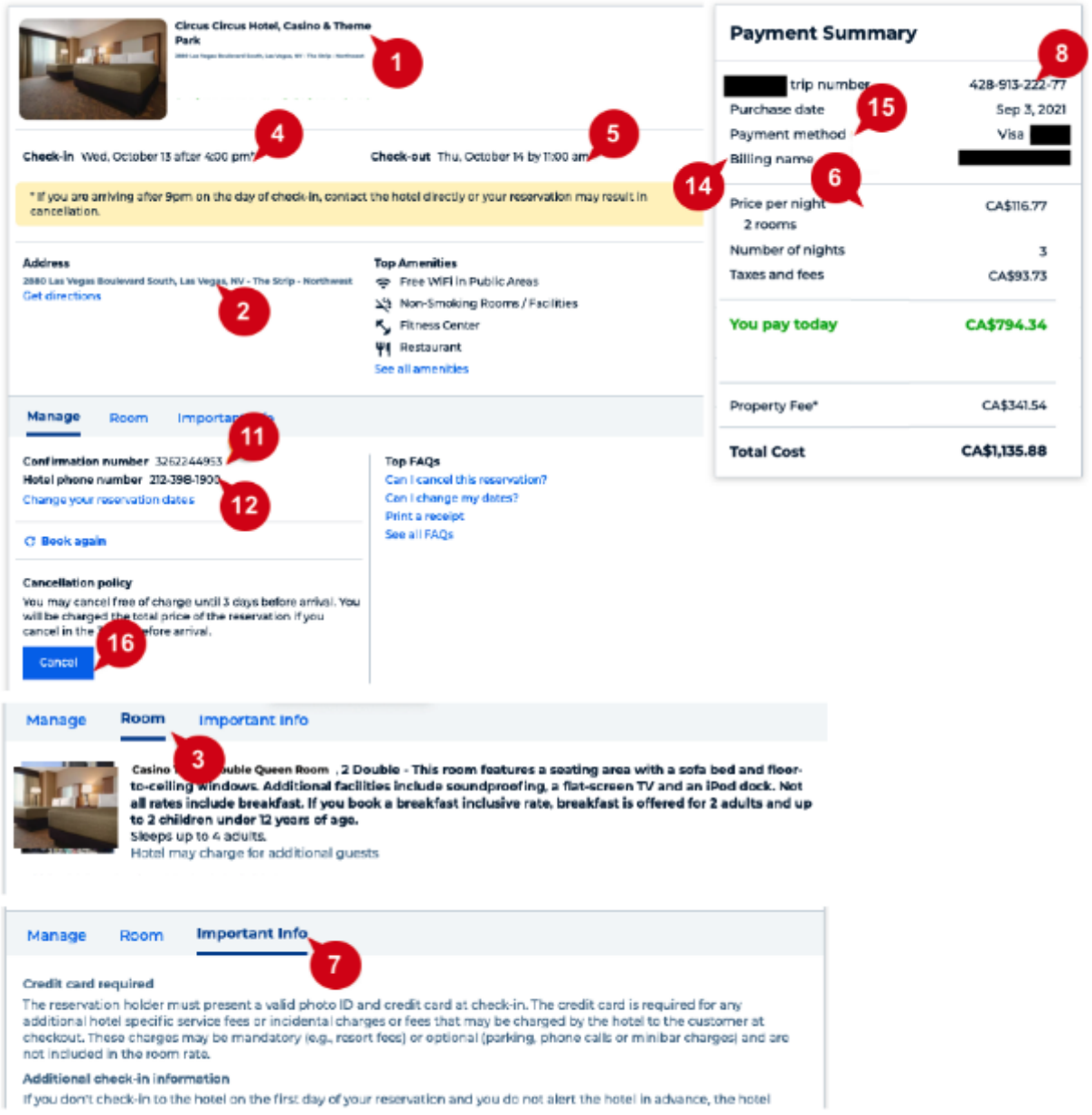


Image 1.4

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Upload the API request and response logs

- Attach a log of your API request including the response. Redact the api_key in the attached log.
- Provide a unique identifiable name for the API log file, for example, "LookUp API log".
- Example of a log:
  `https://api-sandbox.rezserver.com/api/hotel/getExpress.LookUp > {Request Body}`
  `format=json2&refid={refid}&api_key={api_key}&booking_id=xxxxxx&email=test@priceline.com`

Attach API Log

Page Item	Certification Criteria

1 - Property Name**
Upload UI sample
View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Node: `hotel_data > hotel_name`
	• Upload a sample of the partner page for certification.

2 - Full Property Address**
Upload UI sample
View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Node: `hotel_data > address`
	• Upload a sample of the partner page for certification.

3 - Room/Rate Description**
Upload UI sample
View description
	• Expected criteria:
	  ○ The description that is returned for each rate must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `room_data > description`
	• Upload a sample of the partner page for certification.

4 - Check-In Date**
Upload UI sample
View description
	• Expected criteria:
	  ○ The selected check-in date must be displayed
	  ○ Day of the week is recommended, but not required.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `check_in`
	• Upload a sample of the partner page for certification.

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5 - Check-Out Date**
Upload UI sample
View description
	• Expected criteria:
	  ○ The selected check-out date must be displayed
	  ○ Day of the week is recommended, but not required.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `check_out`
	• Upload a sample of the partner page for certification.

6 - Summary of Charges**
Upload UI sample
View description
	• Expected criteria:
	  ○ The avg. nightly rate is displayed for the selected rate
	  ○ The number of nights is displayed
	  ○ The number of rooms is displayed
	  ○ The Taxes and Fees are displayed: "Taxes and Fees" is hyperlinked to a light box that displays additional verbiage
	  ○ The Resort Fee is displayed, if applicable
	  ○ The room subtotal is displayed
	  ○ Verify if the total price includes prepaid mandatory fee when applicable and reflects the same as in API's price_details > display_total. See more detail in Guide.
	  ○ The correct currency, currency code, & currency symbol are displayed
	  ○ payment_type: PREPAID or POSTPAID - Make sure that the postpaid resort fee is clearly indicated to the user under mandatory_fee_details.
	  ○ If a value is returned that has truncated a trailing zero, that must be displayed in the proper monetary format
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes:
	  ■ Avg. nightly rate is returned under the `display_price` node
	  ■ Number of nights is returned under the `num_nights` node
	  ■ Number of rooms is displayed under the `num_rooms` node
	  ■ Taxes & Fees are displayed under the `display_taxes` node. "Taxes & Fees" must be a link to display additional verbiage that is returned under the `taxes_and_fees` policy node
	  ■ Resort Fee is displayed under the `display_property_fee` node
	  ■ Total price for the rooms is displayed under the `display_total` node
	  ■ The currency information is returned under the `display_currency` & `display_symbol` nodes
	  ■ `mandatory_fee_details` if applicable
	• Notes:
	  ○ The Resort Fee is required by law, as per Legal.
	  ○ Taxes & Fees legalese is required by law, as per Legal.
	• Day of the week is recommended, but not required.Upload a sample of the partner page for certification.

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7 - Important Information**
Upload UI sample
View description
	• Expected criteria:
	  ○ The Important Information must be displayed for the selected rate
	  ○ Each inventory type has a different set of verbiage
	  ○ Verbiage also differs by cancellation policy
	  ○ The "Customer Service" bullet must be displayed: The correct phone number should be displayed here.
	  ○ All titles & paragraphs must be displayed as received
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `important_information`
	• Notes:
	  ○ Must be displayed as is if Priceline is MOR, as per Legal/CS.
	• Upload a sample of the partner page for certification.

8 - Trip ID***
Upload UI sample
View description
	• Expected criteria:
	  ○ The Trip Id that is returned must be displayed.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `id`
	• Notes:
	  ○ Must be displayed as this is the number the customer will require to look up their reservation.
	• Upload a sample of the partner page for certification.

9 - PIN Number*** (If integrating BKG rates)
Upload UI sample
View description
	• Expected criteria:
	  ○ This PIN number is needed when contacting Booking.com customer support to manage a booking.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `itinerary > code`
	• Upload a sample of the partner page for certification.

10 - Booking Status
Upload UI sample
View description
	• Expected criteria:
	  ○ The status of the reservation is displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `status`
	• Upload a sample of the partner page for certification.

11 - Hotel Confirmation Number***
Upload UI sample
View description
	• Expected criteria:
	  ○ The hotel confirmation number that is returned must be displayed.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `confirmation_code`
	• Notes:
	  ○ This is the number the customer will require to check into their room(s).
	  ○ Each room has a number.

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	• Upload a sample of the partner page for certification.

12 - Hotel Phone Number
Upload UI sample
View description
	• Expected criteria:
	  ○ The hotel phone number must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `phone`
	• Upload a sample of the partner page for certification.

13 - Customer Service Phone Number
Upload UI sample
View description
	• Expected criteria:
	  ○ The correct Customer Service number is displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `important_information > policy_data > policy_0` node
	• Notes:
	  ○ Must be displayed clearly for the user, as per CS.
	• Upload a sample of the partner page for certification.

14 - Billing name**
Upload UI sample
View description
	• Expected criteria:
	  ○ The billing name entered on the Contract page must be displayed.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `name`
	• Upload a sample of the partner page for certification.

15 - Credit Card Type
Upload UI sample
View description
	• Expected criteria:
	  ○ The credit card type must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `card_type`
	• Upload a sample of the partner page for certification.

16 - Cancellation link for cancellable rates
Upload UI sample
View description
	• Expected criteria:
	  ○ For cancellable rates, a link must be displayed to cancel the booking directly or to look up the reservation details and cancel it on this review page.
	  ○ For non-cancellable rates, it must be made clear to the user that the booking cannot be cancelled.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `cancellation_details & cancellation_policy`
	• Notes:
	  ○ Cancelled bookings produce the Cancellation email.

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	○ Link is not displayed for non-cancellable rates. For non-cancellable rates, the Important Information states the cancellation policy and will suffice. ● Upload a sample of the partner page for certification.

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Confirmation email

Complete a booking and verify the following data in the booking confirmation email.

Upload an image of the Confirmation Email

Click to upload image

Page Item	Certification Criteria

1 - Property Name**
Upload UI sample
View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Node: `hotel_data > hotel_name`
	• Upload a sample of the partner page for certification.

2 - Full Property Address**
Upload UI sample
View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Node: `hotel_data > address`
	• Upload a sample of the partner page for certification.

3 - Room/Rate Description**
Upload UI sample
View description
	• Expected criteria:
	  ○ The description that is returned for each rate must be displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `room_data > description`
	• Upload a sample of the partner page for certification.

4 - Check-In Date**	• Expected criteria:
	  ○ The selected check-in date must be displayed
	  ○ Day of the week is recommended, but not required.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`

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Upload UI sample View description	○ Nodes: `check_in` ● Upload a sample of the partner page for certification.
5 - Check-Out Date** Upload UI sample View description	● Expected criteria: ○ The selected check-out date must be displayed ○ Day of the week is recommended, but not required. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `check_out` ● Upload a sample of the partner page for certification.
6 - Summary of Charges** Upload UI sample View description	● Expected criteria: ○ The avg. nightly rate is displayed for the selected rate ○ The number of nights is displayed ○ The number of rooms is displayed ○ The Taxes and Fees are displayed: "Taxes and Fees" is hyperlinked to a light box that displays additional verbiage ○ The Resort Fee is displayed, if applicable ○ The room subtotal is displayed ○ Verify if the total price includes prepaid mandatory fee when applicable and reflects the same as in API's price_details > display_total. See more detail in Guide. ○ The correct currency, currency code, & currency symbol are displayed ○ payment_type: PREPAID or POSTPAID - Make sure that the postpaid resort fee is clearly indicated to the user under mandatory_fee_details. ○ If a value is returned that has truncated a trailing zero, that must be displayed in the proper monetary format ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: ■ Avg. nightly rate is returned under the `display_price` node ■ Number of nights is returned under the `num_nights` node ■ Number of rooms is displayed under the `num_rooms` node ■ Taxes & Fees are displayed under the `display_taxes` node. "Taxes & Fees" must be a link to display additional verbiage that is returned under the `taxes_and_fees` policy node ■ Resort Fee is displayed under the `display_property_fee` node ■ Total price for the rooms is displayed under the `display_total` node ■ The currency information is returned under the `display_currency` & `display_symbol` nodes ■ `mandatory_fee_details` if applicable ● Notes: ○ The Resort Fee is required by law, as per Legal.

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	○ Taxes & Fees legalese is required by law, as per Legal. ● Day of the week is recommended, but not required.Upload a sample of the partner page for certification.
7 - Trip ID*** Upload UI sample View description	● Expected criteria: ○ The Trip Id that is returned must be displayed. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `id` ● Notes: ○ Must be displayed as this is the number the customer will require to look up their reservation. ● Upload a sample of the partner page for certification.
8 - PIN Number*** (If integrating BKG rates) Upload UI sample View description	● Expected criteria: ○ This PIN number is needed when contacting Booking.com customer support to manage a booking. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `itinerary > code` ● Upload a sample of the partner page for certification.
9 - Hotel Confirmation Number*** Upload UI sample View description	● Expected criteria: ○ The hotel confirmation number that is returned must be displayed. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `confirmation_code` ● Notes: ○ This is the number the customer will require to check into their room(s). ○ Each room has a number. ● Upload a sample of the partner page for certification.
10 - Hotel Phone Number Upload UI sample View description	● Expected criteria: ○ The hotel phone number must be displayed ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `phone` ● Upload a sample of the partner page for certification.
11 - Customer Service Phone Number	● Expected criteria: ○ The correct Customer Service number is displayed ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `important_information > policy_data > policy_0` node ● Notes:

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Upload UI sample View description	○ Must be displayed clearly for the user, as per CS. ● Upload a sample of the partner page for certification.
12 - Booking Status Upload UI sample View description	● Expected criteria: ○ The status of the reservation is displayed ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `status` ● Upload a sample of the partner page for certification.

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Cancellation email

Cancel a booking and verify the following data in the cancellation email.

Upload an image of the Cancellation Email

Click to upload image

Page Item	Certification Criteria

1 - Booking Status**
 Upload UI sample
 View description
	• Expected criteria:
	  ○ The status of the reservation is displayed
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `status`
	• Upload a sample of the partner page for certification.

2 - Trip ID***
 Upload UI sample
 View description
	• Expected criteria:
	  ○ The Trip Id that is returned must be displayed.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Nodes: `id`
	• Notes:
	  ○ Must be displayed as this is the number the customer will require to look up their reservation.
	• Upload a sample of the partner page for certification.

3 - Property Name
 Upload UI sample
 View description
	• Expected criteria:
	  ○ The full property name must be displayed for each property.
	• Above page output should match with the API.
	  ○ API Endpoint : `Express.LookUp`
	  ○ Node: `hotel_data > hotel_name`
	• Upload a sample of the partner page for certification.

4 - Full Property Address
 Upload UI sample
 View description
	• Expected criteria:
	  ○ For US and Canada properties, the Province/State code are required
	  ○ For properties anywhere else in the world, the Country code is required
	• Above page output should match with the API.

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	○ API Endpoint : `Express.LookUp` ○ Node: `hotel_data > address` ● Upload a sample of the partner page for certification.
5 - Check-In Date Upload UI sample View description	● Expected criteria: ○ The selected check-in date must be displayed ○ Day of the week is recommended, but not required. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `check_in` ● Upload a sample of the partner page for certification.
6 - Check-Out Date Upload UI sample View description	● Expected criteria: ○ The selected check-out date must be displayed ○ Day of the week is recommended, but not required. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `check_out` ● Upload a sample of the partner page for certification.
7 - Hotel Phone Number Upload UI sample View description	● Expected criteria: ○ The hotel phone number must be displayed ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `phone` ● Upload a sample of the partner page for certification.
8 - Refund amount** Upload UI sample View description	● Expected criteria: ○ Refund amount must be displayed when refund is applied. ● Above page output should match with the API. ○ API Endpoint : `Express.LookUp` ○ Nodes: `itinerary_details.refund` ● Upload a sample of the partner page for certification.

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Response timeouts

You need to add the times that you have set as your response timeout. Make sure that these times align with the Priceline API timeout data. Refer to the Implementation Overview Guide to learn more about the API timeouts.

Hotel API	Response timeout set in your implementation
Express.Availability	*Your timeouts should align with Priceline API timeout data.*
Express.Results	*Your timeouts should align with Priceline API timeout data.*
Express.MultiContract	*Your timeouts should align with Priceline API timeout data.*
Express.Contract	*Your timeouts should align with Priceline API timeout data.*
Express.Book	*Your timeouts should align with Priceline API timeout data. Maximum timeout recommended.*
Express.LookUp	*Your timeouts should align with Priceline API timeout data.*
Express.Cancel	*Your timeouts should align with Priceline API timeout data. Maximum timeout recommended.*

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Reconciliation

In order to ensure that the completed bookings recorded by the partner match with the Priceline booking records, it is imperative to reconcile all bookings using the Sales API regularly. We recommend that you perform a reconciliation operation daily to avoid any costly discrepancies caused by bookings that Priceline sees as active which you may not be aware of.

Refer to our Sales API documentation here. Note that you need to be signed in to view the Sales API documentation.

Do you have a reconciliation plan? ☐ Yes

Details of your reconciliation plan:

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