FAQ's

SHORTCUTS
EXPEDIATAAP.COM HOME:
www.expediataap.com
PROMOTIONS:
http://www.expediataap.com/promo/index.html
HOW TO REGISTER
http://www.expediataap.com/register.html
BENEFITS
http://www.expediataap.com/benefits.html
FAQ's
http://www.expediataap.com/faqs.html
GAME
http://www.expediataap.com/game.html
CONTACT
http://www.expediataap.com/contact.php

TAAP Program Benefits

Why join Expedia TAAP?

- Expedia is a Reliable, trusted brand and company worldwide
- Largest inventory in the market including over 435,000 hotels, over 300 global car rental companies, over 400 global airlines, and thousands of Activities and Attractions
- Weekly booking travel deals
- Competitive commission plans
- Itinerary builder tools to organize reservations for clients
- GDS commands for hotel only bookings to add booking into GDS System
- Agent promotions with enticing offers and prizes
- Dedicated reservations customer service and TAAP sales support staff

Link: http://www.expediataap.com/faqs.html?q=Why-join-Expedia-TAAP

What are the commissions for TAAP?

View the commission plan at http://www.expedia.com/TAAP-LearnMore

10% ESR (Expedia Special Rate) Prepaid Hotel

7% EEM (Expedia Easy Manage - Venere) Hotels or ESR Hotels Paid to Hotel

2% GDS hotels

5% Vacation Packages (flight+hotel, Flight+hotel+car rental) with a minimum of 3 hotel nights

3% Vacation Packages (flight+hotel, Flight+hotel+car rental) with less than 3 hotel nights

6% Car Rentals

10% Activities and Attractions

Link: http://www.expediataap.com/faqs.html?q=What-are-the-commissions-for-TAAP

What are the qualifications for Expedia TAAP?

Our Affiliate Program is especially dedicated to travel agencies incorporated under the laws of United States. We welcome travel agencies with qualifying credentials and accept any of the following:

If you are new as an agent to the travel industry it is recommended to find a host agency to work with to gain industry experience. Please further develop your agency trade and obtain the credentials necessary. We welcome travel agencies with qualifying credentials.

Link: http://www.expediataap.com/faqs.html?q=What-are-the-qualifications-for-Expedia-TAAP

Registration

Where do I submit the Agency Bank Information for the first time?

Sign into the TAAP account - Go to Expedia TAAP Menu - Go to Profile - Click Edit Information - Update the information - Save the changes. Once the bank information has been submitted it will not be viewable later. All changes or updates to bank information must be directed to our payment provider for Expedia TAAP.

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-submit-the-Agency-Bank-Information-for-the-first-time

How is the IRS tax form collected?

Tax forms are collected electronically and need to be submitted online by the agency manager.
After signing into the account, Go to Expedia TAAP Menu - Go to Profile - Scroll down to see where to submit the tax form – Follow and complete steps – Submit the tax form
After submitting the electronic tax form the status can be checked in your profile.

- A W-9 form must be submitted for affiliates located in the US.
- A W-8-BEN or W-8-BEN-E form must be submitted for affiliates outside the US.

The system verifies the W9 information directly with the IRS so the information that is submitted has to match their record exactly especially on the name, address and tax status or entity type.
Here are some tips below for submitting tax forms:

- Check and follow the tax form instructions.

- Check with the IRS directly to reconfirm information.

- Check that you have removed punctuation from the name.

- Check that the name matches the name that appears on your tax return.

- Check that the name entered in the taxpayer field is a company name not an individual name.

- Check all fields required are filled in.

Link: http://www.expediataap.com/faqs.html?q=How-is-the-IRS-tax-form-collected

I am a Manager, how do I set up my agents in the agency account?

After the agency registration has been processed. Log into Expedia TAAP, go to "Menu", select "Manage Agents" then pick the "Invite" button. Send the information out to your agents to inform them about the program. The agents will be able to click on the invitation link to set up the account to get started. Please inform agents the agency tracking code.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-set-up-my-agents-in-the-agency-account

Reservations

I am an Agent, how do I set up an agent account?

- Receive an invitation link from your agency or follow the steps below
- Check with your agency to find out what the Expedia TAAP WS# tracking code is for your agency account with Expedia TAAP
- Click on the invitation link from your agency OR go to Expedia TAAP account from www.expedia.com/TAAP-Migration
- From the agency invitation link or the above link, agents can choose to create an account OR sign in using their existing Expedia.com account
- If prompted for the tracking code, fill in your agency TAAP tracking code WS#
- After registering as an agent with your agency you will see the black banner with the WS# tracking code

Link: http://www.expediataap.com/faqs.html?q=How-do-I-set-up-an-agent-account

How do I make a booking?

Please sign into your account by going to www.expedia.com/taap and sign in with your email and password. From this page, you can proceed to make bookings by clicking on any one of the product icons. You will then see your agency name and tracking code (in the BLACK BANNER) as well as "Hello -> your name" on the top right of the page. Seeing the black banner with the agency tracking code is how you know your bookings will track to your agency.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-make-a-booking

How can I add my own travel profile preferences?

- Log in to your Expedia TAAP account
- Click "Hello" then select the "My Account" tab
- Select "Personal Info"
- Update details & click "Save"
- TAAP TIP *The phone number saved here will be recognized by the phone system

Link: http://www.expediataap.com/faqs.html?q=How-can-I-add-my-own-travel-profile-preferences

Where do I add my frequently booked traveler profiles?

- Click "Hello" then select the "My Account" tab
- Select "Other Travelers" then choose "+Add new traveler"
- Enter details & click "Save"
- TAAP TIP *After adding traveler enter their membership numbers and travel preferences

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-add-my-frequently-booked-traveler-profiles

What Self-Service options do I have for online support?

- From the booking page select "Support" then "Customer Support"
- Search topic and find the answers
- This link is also found at: https://service.expedia.com/en-us/

Link: http://www.expediataap.com/faqs.html?q=What-Self-Service-options-do-I-have-for-online-support

Where do I go to view reservation details?

- From the booking page select "My Trips"
- Select "Upcoming" for booked reservations
  - In the upcoming reservations to view travel details
  - View policies under the "Rules and Restrictions"
  - Manage upcoming reservations for hotel room name changes and/or cancellations
- Select "Unbooked" for incomplete/saved reservations
  - Continue booking reservations which have been saved
  - Review saved reservations not yet booked for quotes
- Select "History" for traveled reservations
  - See travel history for reservations completed

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-go-to-view-reservation-details

How do I manage my reservations online?

Visit the "My Trips" option on the top right of the page or visit: https://www.expedia.com/trips

Go to the "Upcoming" tab and find "Manage" to see the self-service options.

Reservation cancellations can be made online in most cases

Hotel bookings may offer room name changes

Link: http://www.expediataap.com/faqs.html?q=How-do-I-manage-my-reservations-online

Where is the itinerary builder tool?

- After booking a reservation, click on the "Menu" tab & select "Itinerary builder"
- Find & click on the air or hotel reservation desired to create an itinerary for clients
- Edit the itinerary as needed and preview the result
- Select to "Export" & file type (PDF, RTF or Docx) or email to the booking agent
- TAAP TIP *Reflect a service fee which is billed to client through the agency

Link: http://www.expediataap.com/faqs.html?q=Where-is-the-itinerary-builder-tool

What are the reservation payment options?

Vacation Packages if available may offer Split or Partial Payment options. Options available are offered on final page of the booking process. If the options are not offered only full payment is available for the vacation package.
Please visit: https://service.expedia.com/en-us/#/articles/403/53/12485
Hotels are mainly prepaid; some hotels offer deposit and pay later options.
Please visit: https://service.expedia.com/en-us/#/articles/399/53/12484
Car Rental providers do not require payment at the time of booking for making the reservation.
Please visit: https://service.expedia.com/en-us/#/articles/401/53
Activities and Attractions (Things to do) are pay now reservations.
Please visit: https://service.expedia.com/en-us/#/articles/400/53/12487

Link: http://www.expediataap.com/faqs.html?q=What-are-the-reservation-payment-options

What are some Credit Card processing issues?

Some common problems for completing transactions with a credit card are

- Wrong/expired CSC (card security code) code
- Is the card expires after departure date
- TYPO
- Over Limit
- Some hotels may NOT accept Amex/Discover card.

Link: http://www.expediataap.com/faqs.html?q=What-are-some-Credit-Card-processing-issues

What are Phantom Charges?

Depending on the rate that has been selected, vendors may process credit card transaction for a certain amount of funds which if not used will be released.

Link: http://www.expediataap.com/faqs.html?q=What-are-Phantom-Charges

Where do I go to set up a payment using a credit card outside the USA?

- Click "Hello" then select the "My Account" tab
- Select "Credit Cards and Payment Info"
- Enter details including country & click "Save"
- Proceed with booking, select the card during the payment for the reservation
- TAAP TIP *After completing the reservation return to remove the card from being saved in the profile

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-go-to-set-up-a-payment-using-a-credit-card-outside-the-USA

How do I book Group Reservations in TAAP?

Reservations must be booked online through your profile (under the black banner and agency tracking code). There are a maximum number of travelers or rooms that can be booked at a time. Availability and rates are subject to change after each booking.

- Flight + Hotel Vacation Packages (completed in one itinerary transaction)
    - The maximum for packages is up to 6 travelers with 3 hotels rooms
    - Groups of more than 6 travelers require separate itinerary transactions
    - Flight reservations with children must be booked with an adult on the Expedia system
- Hotel Rooms
    - The maximum for hotel rooms only is up to 8 rooms in a single itinerary transaction
    - Hotel bookings with more than 8 rooms will require separate bookings

Link: http://www.expediataap.com/faqs.html?q=How-do-I-book-Group-Reservations-in-TAAP

What are Activities and Attractions (Things to do)?

There are thousands of activities and attractions available on Expedia TAAP. Some of these include:
- Transfers/Ground Transportation (including shuttles and limousines)
- Tours and Excursions Adventures (beaches, snorkeling, scuba, boating, bicycling, camping events, cooking classes, day cruises, even parasailing)
- Theme Park tickets (amusement, science centers, aquariums, also historical events)
- Events and Show tickets (show tickets, theatrical performances, wine or dinning reservations, sporting events, even party/club passes)

Link: http://www.expediataap.com/faqs.html?q=What-are-Activities-and-Attractions

I'm receiving website errors, what can I do?

- If you have too many uncompleted trip bookings it can also cause issues while booking. Incomplete bookings are found in the "**MY TRIPS**" section under the "**UNBOOKED**" tab. To clear these, select an itinerary. Next, look for the "X" option located to the **LEFT**.
- If you are receiving errors while booking, try clearing out your browsers history, cookies and cache data. This will usually solve most errors that you will encounter. After clearing saved data, please restart your computer and sign in again.

Web Browsing data clearing steps:
- **INTERNET EXPLORER:** https://kb.wisc.edu/page.php?id=15141
- **GOOGLE CHROME:** https://support.google.com/chrome/answer/95582?hl=en
- **MOZILLA FIREFOX:** https://support.mozilla.org/en-US/kb/remove-recent-browsing-search-and-download-history
- **SAFARI:** https://discussions.apple.com/thread/4448839?tstart=0

Link: http://www.expediataap.com/faqs.html?q=I-receive-website-errors-what-can-I-do

How do I receive help with Hotels.com bookings account?

We are not the Hotels.com program. Please contact the Hotels.com directly if you need assistance about their program and their reward incentives. Unfortunately, we cannot offer support for bookings that are not made through the TAAP program.

If a booking is made through a partner of Expedia it is not a booking with Expedia TAAP. If you wish to be part of the Expedia Travel Agent Affiliate Program then you will need to be registered with TAAP and make your bookings through the TAAP program.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-receive-help-with-bookings-account

How do I receive help with an AgentRez account?

The AgentRez program ended in 2013. Unfortunately, we cannot offer support for bookings made through the program that ended.

If you wish to be part of the Expedia Travel Agent Affiliate Program then you will need to be registered with TAAP and make your bookings through the TAAP program.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-receive-help-with-an-AgentRez-account

Profile Updates

How do I update my agent profile name, address or phone?
- After registering, click on the "Menu" tab & select "Profile"
- Select the desired edit option
- Update name, and optional address and/or phone number information
- Save the information

Link: http://www.expediataap.com/faqs.html?q=How-do-I-update-my-agent-profile

How do I update/change my email address and password?
- Log in to your Expedia TAAP account
- Click "Hello" then select the "My Account" tab
- Click on "Email and Password"
- Update email address &/or password as needed & click "Save"

Link: http://www.expediataap.com/faqs.html?q=How-do-I-hange-my-email-address-and-password

Commission

How do I find the TAAP program commission plan?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Select "TAAP Help" on top right
- Click on "FAQ's" then find the question "What are the standard commission levels?"
- Site will take you to: http://www.expedia.com/TAAP-Help#faq3

Link: http://www.expediataap.com/faqs.html?q=How-do-I-find-the-TAAP-program-commission-plan

Where do I run commission reports?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Select the "Menu"
- Click on "Report"
- Add/change booking or travel dates, or leave the dates blank then click "Search"
- Select the name or the Itinerary Report tab to view more details
- TAAP TIP *If desired save reports by selecting the "Save to Excel" button

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-run-commission-reports

What is Eligible booking volume?

Eligible Booking Volume is calculated using only eligible products that include: ESR Hotels, car rentals, and activities individually or the value of these components within a package

Link: http://www.expediataap.com/faqs.html?q=What-is-Eligible-booking-volume

When will commission payments be reconciled?

The Standard TAAP commissions are reconciled the month following travel.

Link: http://www.expediataap.com/faqs.html?q=When-will-commission-payments-be-reconciled

Are cruise bookings commissionable in the TAAP Program?

Cruises are not considered commissionable products in Expedia TAAP.

Link: http://www.expediataap.com/faqs.html?q=Are-cruise-bookings-commissionable

Is Air only commissionable in the TAAP program?

Standalone air bookings are not considered commissionable products in Expedia TAAP; however we do pay commission on air when it is part of a package.

Link: http://www.expediataap.com/faqs.html?q=Is-Air-only-commissionable-in-the-TAAP-program

How do I collect additional fees from my clients?

- If you wish to charge additional fees to your clients you may do so through your own system.
- From the itinerary builder tool on the Expedia TAAP Menu, please see the ability for hotel bookings to reflect on an itinerary receipt your additional costs in the grand total. The additional costs to your client have to be invoiced internally through your office.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-collect-additional-fees-from-my-clients

Why does the commission report show withheld status on the payment?

Bookings will be on withheld status unless the tax form has been submitted for the account. Please have the manager submit the tax form in their profile. Accounting will begin to reconcile bookings after the form is submitted and accepted.

Link: http://www.expediataap.com/faqs.html?q=Why-does-the-commission-report-show-withheld-status-on-the-payment

I can't find my booking in my commission reports, what do I do?

Please send a written request from the email account to support@expedia-agents.com. Our support team will evaluate your situation then respond to your request.

Link: http://www.expediataap.com/faqs.html?q=I-cant-find-my-booking-in-my-commission-reports

Expedia Programs

Rewards

What is the Expedia.com Rewards Points Program?

The rewards part of Expedia is tied to the booking section of your account. You need to click on the "hello" at the top right of the page. Select "My Account" and then you'll see on the right "My Rewards". Or visit: https://www.expedia.com/user/rewards

Rewards points follow the email account profile that is booking. Agents who have their own profiles earn their own rewards. If the manager has the profile the manager can earn the rewards as well for their bookings.

After about 6 weeks of travel the points will show up in your account on eligible itineraries. Reward points may expire after 18 months of inactivity. Please refer to the FAQ's found in the "My Rewards" section found in the "My Account" option under "Hello" at the top right of the page.

Any questions you have or terms and conditions can be found at: https://service.expedia.com/en-us/#/articles/404/282

If you have specific questions about rewards please call 800-997-9158.

Link: http://www.expediataap.com/faqs.html?q=What-is-the-Expedia-Rewards-Points-Program

Where do I enroll for Expedia Rewards?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Click "Hello" then select the "My Account" tab
- Click on the "Expedia Rewards" tab
- Select the "Join Now" button
- Book travel reservations & earn points to redeem for personal travel

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-enroll-for-Expedia-Rewards

Expedia Rewards Redemption Options

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Click "Hello" then select the "My Account" tab
- Click on the "Expedia Rewards" tab, then select the options desired for redemption

Link: http://www.expediataap.com/faqs.html?q=Expedia-Rewards-Redemption-Options

How do I book using my Expedia Rewards hotel voucher?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Click "Hello" then select the "My Account" tab
- Click on the "Expedia Rewards" tab, then select "Redeem for Hotels"
- Select the "Get a Hotel Coupon" button
- Using the +/- buttons, determine the amount of points you wish to redeem
- Go to the "My Account" Section and click on "Coupons" to use with your next booking

Link: http://www.expediataap.com/faqs.html?q=How-do-I-book-using-my-Expedia-Rewards-hotel-voucher

How do I book using my Expedia Rewards redeemed hotel voucher?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Click "Hello" then select the "My Account" tab
- Click on "Coupons" select "use" to begin your hotel booking
- Select the coupon during the check out on the final payment purchase page

Link: http://www.expediataap.com/faqs.html?q=How-do-I-book-using-my-Expedia-Rewards-redeemed-hotel-voucher

How do I redeem Expedia Reward Points for an Air booking?

- Log in to your Expedia TAAP account from www.expedia.com/taap
- Click "Hello" then select the "My Account" tab
- Click on the "Expedia Rewards" tab then select "Redeem for Flight"
- Search for cities and dates, select flights
- Continue through to end of booking

Link: http://www.expediataap.com/faqs.html?q=How-do-I-redeem-Expedia-Reward-Points-for-an-Air-booking

Price Matching

What is the Expedia price matching program?

The price guarantee information can be found on Expedia at: `http://www.expedia.com/p/info-other/guarantees.htm#1`

Price Match terms and conditions:

`http://www.expedia.com/p/info-other/BPGterms_linkoff.htm`

Link: `http://www.expediataap.com/faqs.html?q=What-is-the-Expedia-price-matching-program`

Support

Where do I call for TAAP program questions or commission support?

1 (866) 925-7718 press option 1. We specialize in supporting affiliates with commission or payment tracking, TAAP logging in assistance, registration assistance and program inquiries. Our Expedia TAAP Support Desk is open Mon-Fri 6AM-5PM PST.

Link: `http://www.expediataap.com/faqs.html?q=Where-do-I-call-for-support`

Where do I go for reservations support?

Contact at 1 866-925-7718 Options 2, 3 or 4. Support for reservations is available 24/7. When you speak with an agent please advise them that you are a TAAP Affiliate and explain your situation and request resolution. They may have to contact the vendor directly as well to obtain authorization. Sometimes reservation agents need to escalate the request through their channels.

Link: `http://www.expediataap.com/faqs.html?q=Where-do-I-go-for-reservations-support`

How can I move my TAAP account to a new agency that is already an existing TAAP affiliate?

Please send a written request from the email account to support@expedia-agents.com. Our TAAP support team will evaluate and respond to your request.

Link: `http://www.expediataap.com/faqs.html?q=How-can-I-move-my-TAAP-account`

Unsubscribe

How do I unsubscribe from Expedia Emails?

To manage (subscribe or unsubscribe) your e-mail subscriptions please

visithttps://www.expedia.com/pub/agent.dll?qscr=info&rfrr=-16019

(you may be asked to sign in):

Or you may click on the unsubscribe option on the email that you received.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-unsubscribe-from-emails

I am no longer an agent and I want to be removed from the program?

Please send a written request from the email account to support@expedia-agents.com. Our TAAP support team will handle your request.

Link: http://www.expediataap.com/faqs.html?q=How-do-I-get-removed-from-the-program

XML Solutions

Where do I go to get a website page for TAAP?

If your agency's annual TAAP volume warrants, your agency can integrate TAAP's hotel API to your website as a co-branded XML solution. Expedia TAAP does not charge any TAAP hotel API implementation fees. However the API development work needs be completed by your agency or your contracted development company. TAAP's hotel API provides direct access to Expedia's full global hotel inventory, which processes 20M+ price and inventory changes on a daily basis. In addition, TAAP's hotel API offers filtering & sorting options to achieve a rich user interface.

Link: http://www.expediataap.com/faqs.html?q=Where-do-I-go-to-get-a-website-page-for-TAAP