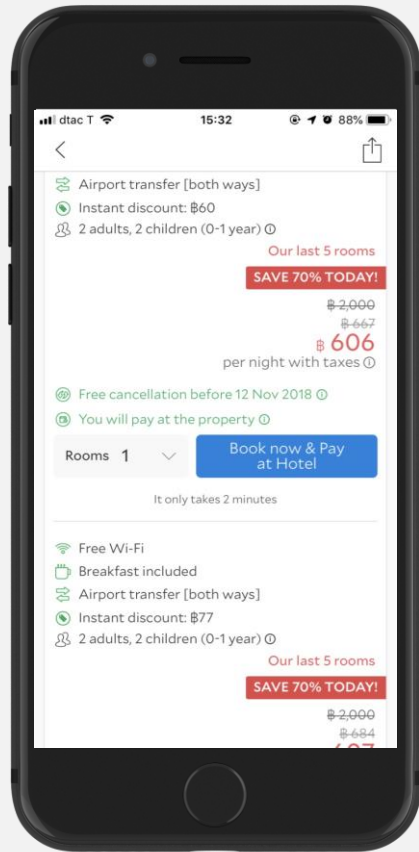




PROPERTY COLLECT **AGODA'S PAY-AT- HOTEL PROGRAM**

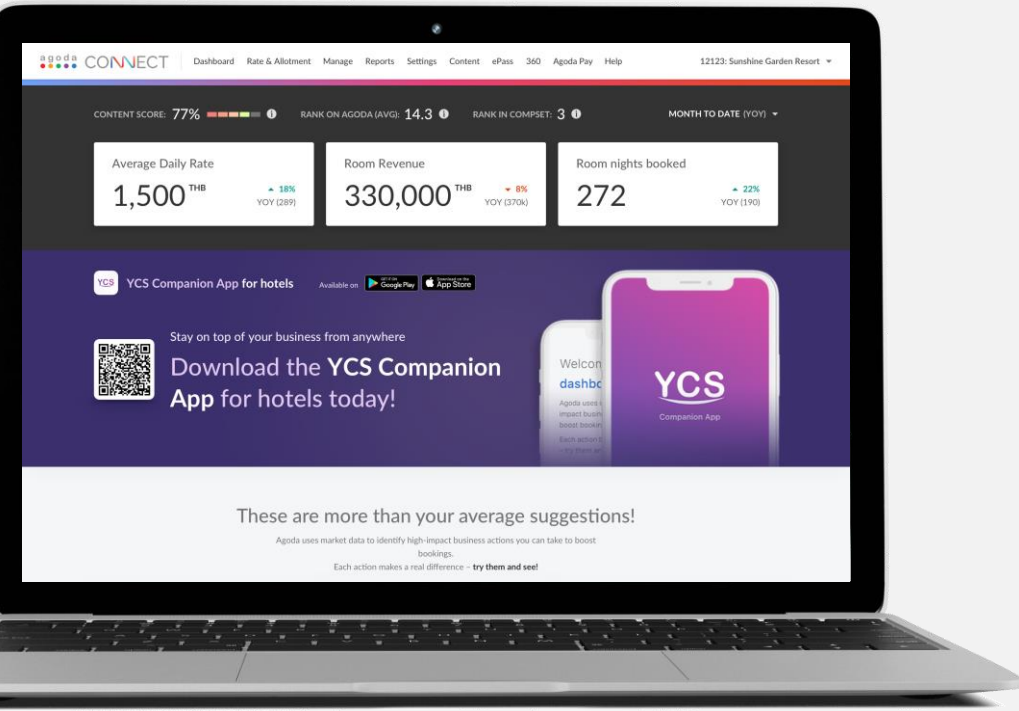


WHAT IS IT AND WHY SHOULD I CARE



- **Customers love** the flexibility of paying at the hotel
- **The pay-at-hotel filter** is Agoda's most frequently used filter for search results
- **Many customers only book** if they can have payment flexibility
- **Get more visibility in search results** and through our affiliates and additional marketing
- **Get more traction** with long lead time customers
- **Properties activating** Property Collect get, on average, **8.5% More Bookings**
- **Option to drive even more bookings** by offering your pay-at-hotel rates without a credit card required (e.g. for low season)
- **Easily pay** your commission through Agoda's self-service payment platform, ePass

THE BENEFITS OF EPASS, AGODA'S SELF-SERVICE PAYMENT PLATFORM



- **With Agoda's self-service payment platform**, ePass you can batch transactions together
- **Generate a virtual card** to charge for the total value of the batch instantly
- **Batch payments as frequently** (or infrequently) as you wish, you decide
- **Pay for the commission** for pay-at-hotel bookings at the same time as you batch transactions
- **Download an invoice** for pay-at-hotel commission at any time
- **Save time**, no need to take payment for each booking individually
- **Reduce fraud risk**, and transaction costs
- **Reduce workload**, work with Agoda like you work with wholesalers or corporate accounts

Managing Property Collect bookings in YCS **Easy as 1-2-3**

Agoda's tools give you full control of all your bookings, with a simple 3 step process:

1. Verify guest credit card with one-click on Agoda's YCS extranet and get an instant response
2. Give the guest time to provide a new credit card if verification fails
3. You can cancel the booking if guest fails to provide a satisfactory credit card

Save time, no need to view credit card details and enter manually

Happy guests, no money blocked from guest credit card

Safe, no risk of charge-back claims as Agoda will try to collect cancellation fee on your behalf

Secure, with a successful verification, risk of unrecoverable cancellation-/no-show fees is less than 2%

1

Check if guest credit card is valid

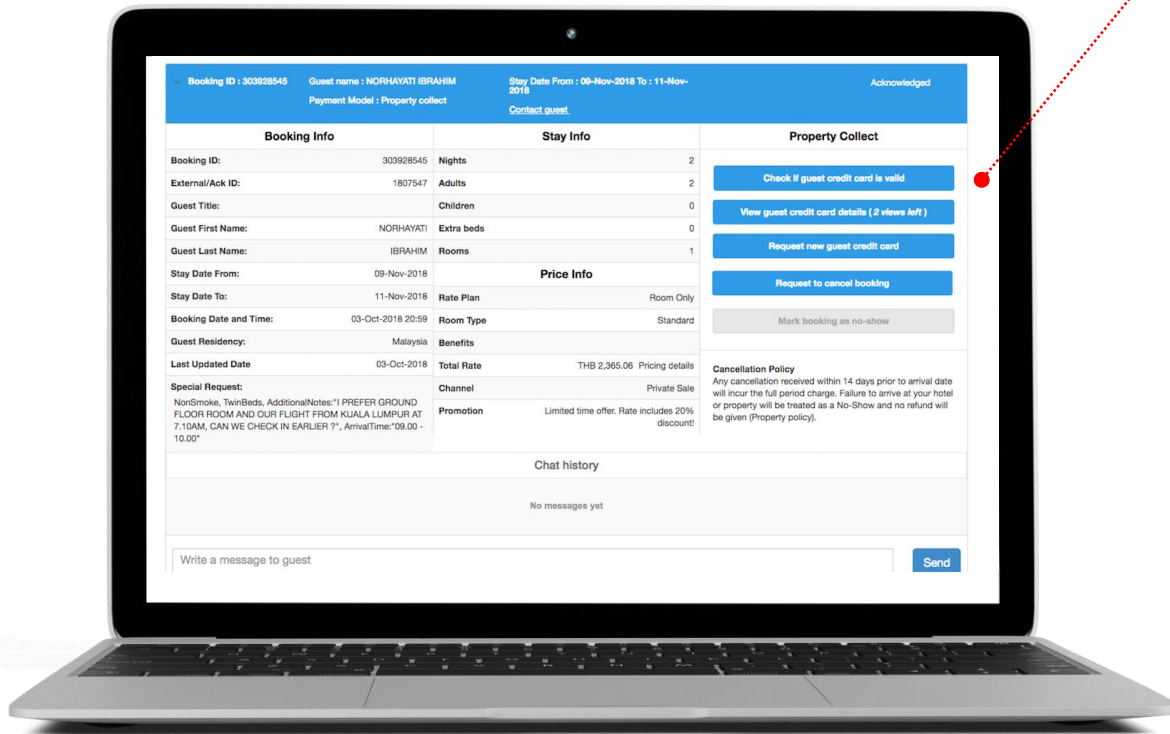
2

Request new guest credit card

3

Request to cancel booking

YCS FEATURES TO MANAGE PROPERTY COLLECT BOOKINGS



Check if guest credit card is valid

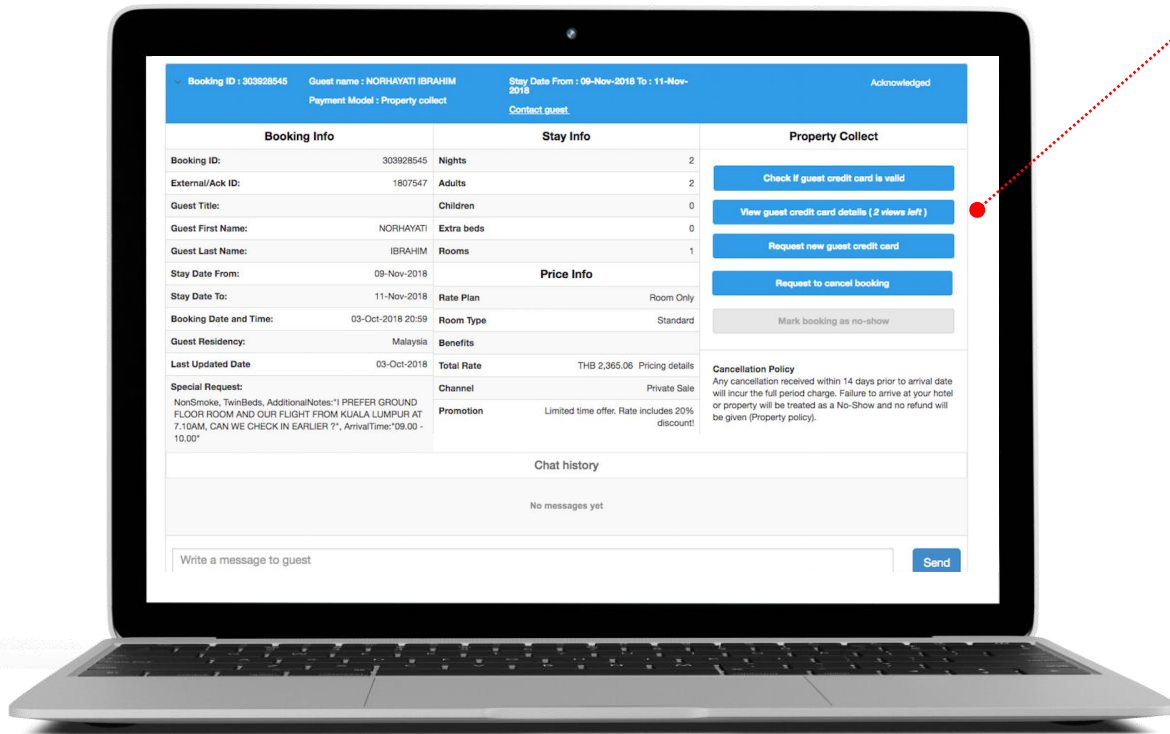
View guest credit card details (2 views left)

Request new guest credit card

Request to cancel booking

- **What does it do?**
A 0-authorization to check that guest card is valid without blocking money, returns an instant response.
- **When can I use it?**
As soon as the booking is made until day of check-in.
- *A booking with a verified credit card has less than a 2% chance of ending up with unrecoverable cancellation- or no-show fees.*

YCS FEATURES TO MANAGE PROPERTY COLLECT BOOKINGS



Check if guest credit card is valid

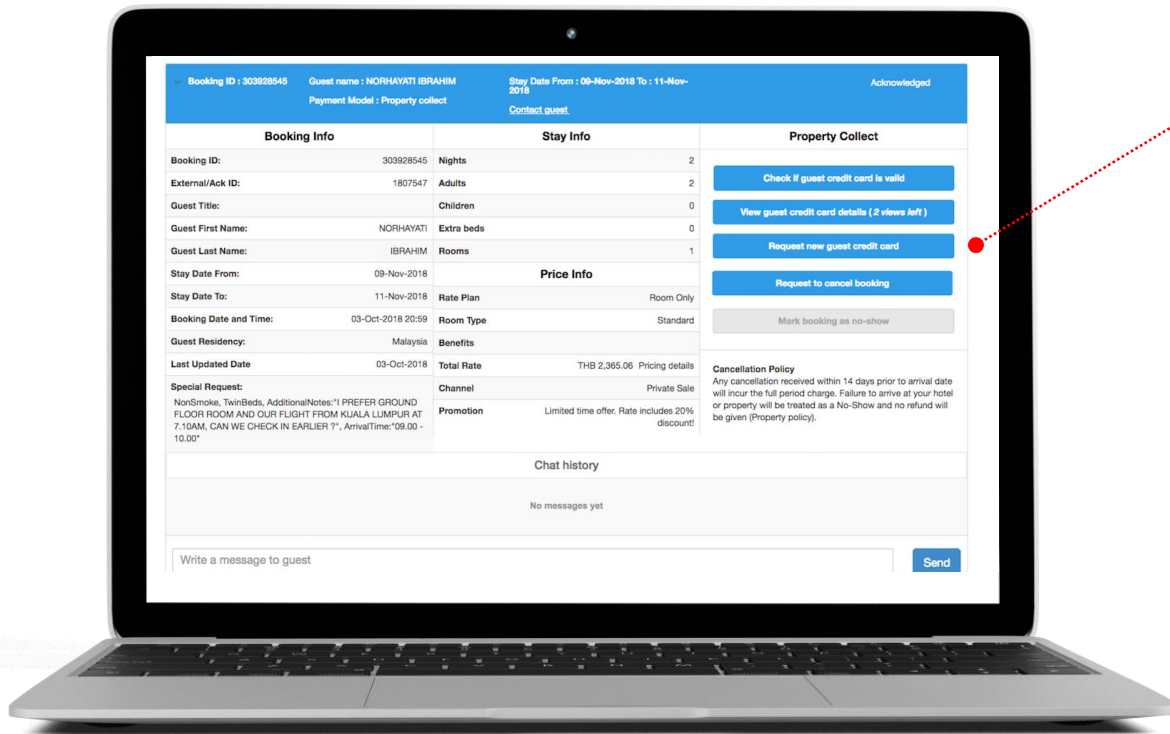
View guest credit card details (2 views left)

Request new guest credit card

Request to cancel booking

- **What does it do?**
Allows you to view guest credit card details after going through a 2-factor authentication security process.
- **When can I use it?**
From seven days before check-in day, up to three times.

YCS FEATURES TO MANAGE PROPERTY COLLECT BOOKINGS



Check if guest credit card is valid

View guest credit card details (2 views left)

Request new guest credit card

Request to cancel booking

- **What does it do?**
Sends an email and an SMS message to guest asking them to update their credit card details using a secure portal.
- **When can I use it?**
From booking day until check-in day.

YCS FEATURES TO MANAGE PROPERTY COLLECT BOOKINGS

Check if guest credit card is valid

View guest credit card details (2 views left)

Request new guest credit card

Request to cancel booking

- **What does it do?**
Cancels the booking, waives commission for the booking, releases the inventory.
- **When can I use it?**
After you request a new credit card from the guest.

