

Channel Setup Procedures

We're so glad to have you join the team! This guide is meant to provide specific information to help you get off to a great and productive start.

Redeam	1
WHO WE ARE	1
Overview	1
Support Email	2
Processes	2
ONBOARDING TASKLIST	2
Civitatis	2
Entertainment Benefits Group (EBG) - Currently enhancing connection	3
GetYourGuide (GYG)	3
Google Things to Do	4
Groupon	4
Klook	5
Musement (TUI)	5
Project Expedition	5
Tiqets	6
TourBase	6
Tripster	7
Viator	7
Wannar	8
RESOURCES	9
Glossary of Terms	9

WHO WE ARE

Overview

Through Redeam Central you've been able to create your products and offers and now you're ready to connect them to channels. For most resellers there are some steps that need to happen at the reseller (either by yourself or the reseller team) so we've outlined some of them below.

Support Email

- **Customer Success Team** - support@redeam.com

Processes

Below is the process for onboarding and the responsible party for each item that is needed for a successful onboarding and go live.

ONBOARDING TASKLIST

Standard Launch Live Items

- ☐ Operator communicates desired channel(s) to support@redeam.com (one time)
- ☐ Support team will open visibility and those channels will display in your Available Channels List
- ☐ Additional per Channel setup steps are listed below
- ☐ Operator creates Rate Cards to validate offers and adjust pricing if needed
<https://redeam-2763550.hs-sites.com/knowledge/channels>

Civitatis

- ☐ Operator confirms they have an agreement with Civitatis (If you are not registered with Civitatis, you can follow this link to start that process with the Civitatis team. English: <https://www.civitatis.com/en/suppliers/> Spanish: www.civitatis.com/es/proveedores)
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeam Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator works with their contacts at Civitatis for setup on Civitatis
- ☐ Civitatis will notify Operator and Redeam when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Civitatis will send through a test booking for the Operator to review
- ☐ Operator will provide feedback on the test booking
- ☐ Operator, Civitatis, and Redeam will sign off on Production Setup
- ☐ Civitatis will launch Operator Supplier Live

Entertainment Benefits Group (EBG) - Currently enhancing connection

- ☐ Operator provides product info, marketing content, etc. to EBG outside of Redeam
- ☐ NOTE: EBG currently supports 1 ticket type per product. (ie for Product: Weekend & Product: Weekday, would not be supported)
- ☐ 3 Way Testing (Preferably Production, but EBG will complete Sandbox testing if Operator requires - this will increase the amount of testing time)
- ☐ Operator/Redeam/EBG Signoff
- ☐ Connection set to Live in Production
- ☐ Redeam to monitor connection for 2 weeks - verify 1st booking, monitor booking volume, and monitor error volumes
- ☐ Connection set to Live

GetYourGuide (GYG)

- ☐ Complete [this setup](#) on the GYG registration page (If the Operator has a previous relationship with GYG then this step has already been completed)
- ☐ **NOTE:** GYG currently requires specific Traveler Types (ADULT, CHILD, YOUTH, INFANT, SENIOR, MILITARY, STUDENT). Redeam will work with you to determine which traveler type your tickets will be mapped to.
- ☐ **NOTE:** GYG currently supports a single ticket type per product, per traveler type. For example: General Admission can only have one ADULT ticket type. Please note when selecting offers to add to the Rate Card for GYG
- ☐ **NOTE:** GYG supports modifications via a cancel/rebook on their side. You may see duplicate transaction IDs as they modify existing reservations. You will see a cancellation of the original reservation and then the updated reservation with the same reseller reference ID. GYG also allows guests to cancel regardless of cancellation policy and will contact you to manually process if they cannot through the system.
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeam Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Redeam will provide Operator with Redeam Rate Codes
- ☐ Operator sets up the Supplier and Products on their side for the GYG products that Redeam will need to pull through the API [following these instructions](#). *Please note that GYG only supports certain pricing functionality, please work with your Redeam operations manager to determine if this functionality works for you otherwise GYG does not currently pull pricing from Redeam, they will only pull availability. If you are going to enable Price Over API please follow these additional steps*
- ☐ Operator will need to log into the GYG extranet to link the appropriate ID's. To add the Redeam Rate Code (provided by Redeam) to GYG Extranet:
 - ☐ Click Products -> Manage Products on top bar
 - ☐ Then click the product you want to connect.

-
- ☐ There may be multiple options on the next page. On each option click connect by connected via
 - ☐ Select the Yes for booking system (this will bring up the Booking System dropdown). Select Redeem v2 and enter the Redeem Rate ID (provided by Redeem) as the GYG productID then click connect.
 - ☐ GYG only requires a minimum of at least 2 time slots in the next 365 days that are bookable for any of the ticket categories (Adult/Youth/Child, etc.) enabled on GYG product.
 - ☐ [Same instructions. direct from GYG support site](#)

* Operators can also reach out directly to their dedicated GYG account manager, and provide Product IDs. They will be able to assist with mapping everything on their side. ***Please note Redeem will provide the Redeem Rate ID for you to map to the Product ID's GYG***

- ☐ GYG makes a test booking in production for Operator to review
- ☐ Operator will provide feedback on that booking
- ☐ Operator, GYG and Redeem will sign off on Production Setup
- ☐ GYG will launch Operator Supplier Live

Google Things to Do

- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeem Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeem-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator submits an appropriate intake form: [Google Things To Do Onboarding Form](#)
- ☐ Operator adds Rate Cards to Google to connect in Available Channels
- ☐ Redeem will launch Operator Supplier Live

Groupon

- ☐ Operator works with their contacts at Groupon for setup
- ☐ Groupon will notify Operator and Redeem when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Redeem will work with Operator on mapping
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeem Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeem-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator adds Rate Cards to Groupon to Connect in Available Channels
- ☐ Groupon will send through a test booking for Operator to review.
- ☐ Operator will provide feedback on that booking
- ☐ Operator, Groupon and Redeem will sign off on Production Setup
- ☐ Groupon will launch Operator Supplier Live

Klook

- ☐ Operator works with their contacts at Klook for setup on Klook
- ☐ Operator confirms they have an agreement with Klook
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeem Operations Team will add channel.
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Klook will notify Operator and Redeem when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Redeem will work with Operator on mapping
- ☐ Operator adds Rate Cards to Klook to Connect in Available Channels
- ☐ Klook will send through a test booking for every product for the Operator to review
- ☐ Operator will provide feedback on that booking
- ☐ Operator, Klook and Redeem will sign off on Production Setup
- ☐ Klook will launch Operator Supplier Live

Musement (TUI)

- ☐ Operator completes registration on [Musement's extranet](#) (if new to Musement)- skip step if you have an existing contract
- ☐ Operator works with their account manager at Musement for setup of photos and content in the [extranet](#)
- ☐ Musement will notify Operator and Redeem when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeem Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator adds Rate Cards to Musement to "Connect" them in Available Channels
- ☐ Musement will send through a test booking for the Operator to review
- ☐ Operator will provide feedback on that booking
- ☐ Operator, Musement and Redeem will sign off on Production Setup
- ☐ Musement will launch Operator Supplier Live

Project Expedition

- ☐ Operator confirms they have an agreement with Project Expedition (If you are not registered with Project Expedition, you can follow this link to start that process with the PE team. <https://www.projectexpedition.com/tour-operators/>)
- ☐ Operator works with their contacts at Project Expedition for setup on Project Expedition
- ☐ Project Expedition will notify Operator and Redeem when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Operator request channel to be added to their Available Channels list (one time only) to Redeem Central
- ☐ Redeem Operations Team will add channel

-
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
 - ☐ Operator adds Rate Card to Project Expedition to “Connect” them on Available Channels
 - ☐ Project Expedition will send through a test booking for the Operator to review
 - ☐ Operator will provide feedback on the test booking
 - ☐ Operator, Project Expedition, and Redeam will sign off on Production Setup
 - ☐ Project Expedition will launch Operator Supplier Live

Tiqets

- ☐ Operator to reach out to their Account Manager at Tiqets to initiate the project on their end.
- ☐ Operator works with their Account Manager at Tiqets to start their internal procedure on Tiqets end. ***Note:** *If the product has never been created in Tiqets, the Operator will need to create that product in the Tiqets Self Service Portal first. URL to the portal:*
<https://www.tiqets.com/selfservice/login>.
- ☐ NOTE: Tiqets does not currently support pricing over API. This is currently in development.
- ☐ Tiqets will notify Operator and Redeam when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Operator request channel to be added to their Available Channels list (one time only)
- ☐ Redeam Operations Team will add channel
- ☐ Operator creates Rate Cards and all elements required in our documentation.
<https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator adds Rate Card to Tiqets to “Connect” them in Available Channels
- ☐ Tiqets will send through a test booking for the Operator to review
- ☐ Operator will provide feedback on that booking
- ☐ Operator, Tiqets and Redeam will sign off on Production Setup
- ☐ Tiqets will launch Operator Supplier Live

TourBase

- ☐ If new to Tourbase, the Operator will need to send an email to suppliers@tourbase.com with interest in partnering.
 - ☐ Review and e-sign the Tourbase standard operator agreement.
 - ☐ TourBase will send an Operator Information packet where operators will need to supply:
 - ☐ Proof of insurance
 - ☐ Banking information for receiving payments from Tourbase
 - ☐ Any tour descriptions, images, video, and other assets to help Tourbase onboard their products
- ☐ Operator works with their contacts at TourBase for setup
- ☐ Operator requests channel to be added to their Available Channels list (one time only) by Redeam
- ☐ Redeam Operations Team will add channel

-
- ☐ Operator creates Rate Cards (if needed) and all elements required in our documentation. <https://redeam-2763550.hs-sites.com/knowledge/channels>
 - ☐ Operator will add Rate Card to TourBase to “Connect” them in Available Channels
 - ☐ TourBase will notify Operator and Redeam when they are ready to begin production testing to ensure setup was correctly executed
 - ☐ TourBase will send through a test booking for the Operator to review
 - ☐ Operator will provide feedback on the test booking
 - ☐ Operator, TourBase, and Redeam will sign off on Production Setup
 - ☐ TourBase will launch Operator Supplier Live

Trip.com (Formerly Ctrip)

- ☐ Operator requests channel to be added to their Available Channels list (one time only) by Redeam
- ☐ Redeam Operations Team will add channel
- ☐ Operator creates Rate Cards (if needed) and all elements required in our documentation. <https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Redeam works with Operator to get mapping
- ☐ Redeam provides mapping to Trip.com
- ☐ Operator will add Rate Card to Trip.com to “Connect” them in Available Channels
- ☐ Trip.com will notify Operator and Redeam when they are ready to begin testing to ensure setup was correctly executed
- ☐ Trip.com will send through a test booking for Operator to review
- ☐ Operator will provide feedback on that booking.
- ☐ Operator, Trip.com, and Redeam will sign off on testing
- ☐ Trip.com will launch Operator Supplier Live into production/customer facing.

Tripster

- ☐ Operator requests channel to be added to their Available Channels list (one time only) by Redeam
- ☐ Redeam Operations Team will add channel
- ☐ Operator creates Rate Cards (if needed) and all elements required in our documentation. <https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator will add Rate Card to Tripster to “Connect” them in Available Channels
- ☐ Operator notifies Tripster to map existing product account in Tripster extranet to Redeam Channel.
- ☐ Tripster will notify Operator and Redeam when they are ready to begin production testing to ensure setup was correctly executed.
- ☐ Tripster will send through a test booking for the Operator to review.
- ☐ Operator will provide feedback on that booking.
- ☐ Operator, Tripster and Redeam will sign off on Production Setup.
- ☐ Tripster will launch Operator Supplier Live

Viator

- ☐ Operator requests channel to be added to their Available Channels list (one time only) by Redeam
- ☐ Redeam Operations Team will add channel.
- ☐ Operator creates Rate Cards (if needed) and all elements required in our documentation. <https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator will add Rate Card to Viator to “Connect” them in Available Channels
- ☐ Redeam requests the Viator Supplier ID for Operator from Viator
- ☐ Redeam maps the Viator Supplier ID to Redeam Supplier ID
- ☐ Redeam will provide Operator with Redeam Product IDs
- ☐ Operator signs on to the [Viator Extranet](https://supplier.viator.com/) (<https://supplier.viator.com/>)
 - ☐ Choose the Connectivity tab and click the ‘Connect Now’ button
 - ☐ Choose Redeam as your reservation system
 - ☐ Viator will reach out via email to confirm the connection via API is enabled
 - ☐ Add your products to the Viator on the Product Connection tab (Redeam Product IDs)
 - ☐ **NOTE:** Viator charges \$29 one-time fee for brand new products. If this is a blocker, please let us know.
- ☐ Viator will notify Operator and Redeam when they are ready to begin
- ☐ testing to ensure setup was correctly executed.
- ☐ Viator will send through a test booking for the Operator to review.
- ☐ Operator will provide feedback on that booking.
- ☐ Production Setup
- ☐ Operator, Viator, and Redeam will sign off on Production Setup.
- ☐ Viator will launch Operator Supplier Live.

Wannar

- ☐ Operator confirms they have an agreement with Wannar
- ☐ Operator requests channel to be added to their Available Channels list (one time only) by Redeam
- ☐ Redeam Operations Team will add channel.
- ☐ Operator creates Rate Cards (if needed) and all elements required in our documentation. <https://redeam-2763550.hs-sites.com/knowledge/channels>
- ☐ Operator works with their contacts at Wannar for setup on Wannar
- ☐ Operator will add Rate Card to Wannar to “Connect” them in Available Channels
- ☐ Wannar will notify Operator and Redeam when they are ready to begin production testing to ensure setup was correctly executed
- ☐ Wannar will send through a test booking for the Operator to review
- ☐ Operator will provide feedback on the test booking
- ☐ Operator, Wannar and Redeam will sign off on Production Setup
- ☐ Wannar will launch Operator Supplier Live

RESOURCES

- List of Resellers offered through the Redeem API
- [Redeem Standard Support SLAs](#)

Glossary of Terms

Name	Definition	Acronyms and Examples
ARI	Availability, Rates, and Inventory	
Channel Manager	A platform that enables the distribution of tour & attraction data	Example: product, inventory, rates, etc.) to your chosen reseller network(s)
Net Rate	The rate provided to resellers by suppliers that can be marked up to sell to the customer.	Example: Operator retail is \$40. Operator gives Get Your Guide (GYG) a \$30 net rate so GYG can make a \$10 commission. If you translate that to percentages. Operator is giving GYG a 25% margin.
Operator	A Tour, Attraction, or Activity that sells their own product(s).	Supply, Supplier Example: Disney
Reseller	Company that sells tours, activities, attractions, events, hotels, airfare, cars, or a combination thereof etc.	Booking Channel, Distributor, Demand Example: Expedia, GetYourGuide, Orbitz, booking.com, Trip.com
Retail Rate	The rate presented to the traveler upon booking.	
Supplemental Data	Data needed to create a booking that is not passed through the API.	Cancellation and Refund Policy verbiage