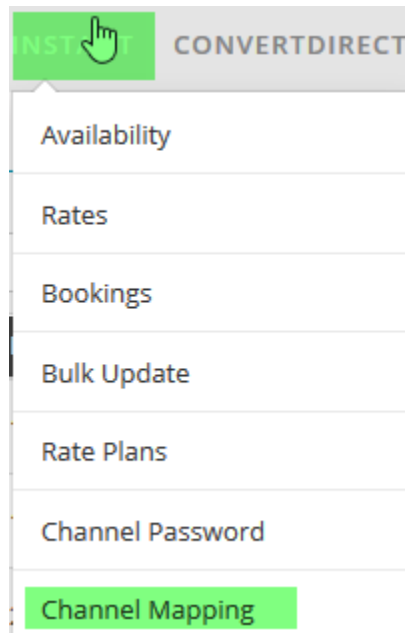


STAAH

How to connect to Airbnb

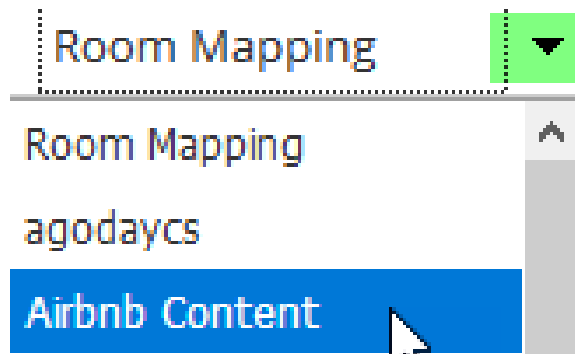
Where to enable connection?

- Login to Instant extranet > Instant > Channel Mapping



Select Airbnb Content

- Click on drop down arrow and select Airbnb Content



Airbnb Content Mapping page

- You will see all available room types that can be mapped
- Select the one that you want to connect with Airbnb
- Click on Airbnb link

Airbnb Content ▼


Rooms	MLOS	Channel Room Type
<input type="checkbox"/> Room by the Park TEST	1	<input type="text"/> <input type="text"/> % Inventory Update : <input type="checkbox"/>

[Airbnb](#)

Airbnb wizard

- You will be diverted to Airbnb wizard
- For first time connection with Airbnb via STAAH channel manager
- Click on link to get connected with Airbnb
- To add subsequent listing with multiple STAAH listings but single Airbnb account - refer to slide 19

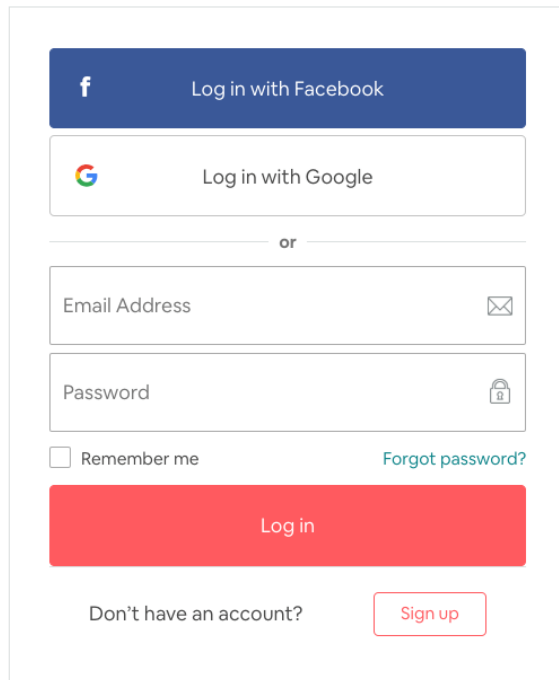
SETUP LISTING PROFILE ROOM & RATE INFO AVAILABILITY AND BOOKING RULE

[Click here to get connected with Airbnb](#) 

Host Token Number *

Airbnb Login page

- You will be diverted to Airbnb login page
- For existing hosts, login as per normal and skip to slide 9
- For new hosts without an Airbnb account, sign up
- You are required to connect using main host credentials. Co host credentials are not accepted for connection



The image shows a screenshot of the Airbnb login page. It features a dark blue button with the Facebook logo and the text "Log in with Facebook". Below it is a white button with the Google logo and the text "Log in with Google". A horizontal line with the word "or" in the center separates these from the standard login fields. There are two input fields: "Email Address" with an envelope icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Remember me" and a link "Forgot password?". At the bottom is a large red "Log in" button. Below that, the text "Don't have an account?" is followed by a "Sign up" button.

Complete your Airbnb host profile

After you sign up, you need to [complete your Airbnb host profile](#).

Host profile setup recommendations:

Airbnb users are required to have a profile, which other users will take into account when they make their decisions on whose place to book. Even if the rest of your Airbnb listings look fabulous, without an awesome host profile, it's unlikely you'll see the bookings roll in.

A welcoming, trust-inspiring profile can make all the difference when it comes to attracting Airbnb guests. This is how Airbnb stands out amongst the crowd.

Tips to complete your Airbnb host profile

First Name: Put the name of the main contact followed by the property name (recommended) or simply the property name.

Last Name: This won't be displayed publicly. You can put the name of the city your property is located in.

Birthday: Enter the birthday of the GM or reservation manager.

Email: Enter the email address where you want all correspondence to go. This must be the email address from which you respond to messages. If your preferred email address is associated with an existing Airbnb account, be sure to remove your email address from that account before attempting to add it to your new, STAAH-connected account.

Phone number: This must be a landline or mobile phone that you have access to, since it will be used for verification. It cannot be an answering service.

Profile picture: Put a picture of the GM (recommended), reception staff or simply the logo of your property. Do you have an office dog? Show them off too!

Describe yourself: Opportunity to describe your property and its philosophy and why you think guests will have a great stay.








Accept Airbnb Terms of Service

- After you login/ signup, you will be redirected to the authorisation screen
- Tick 'I agree' then click 'Allow'

Connect Airbnb to STAAH

On your behalf, the application STAAH would like to:



	Access your first name and profile picture
	Accept and decline reservations
	Access and modify your reservations
	Access and modify your listing information like name, address, and description
	Access and modify your listing calendars
	Access and respond your messages
	Access and modify your listing registrations

I agree to the [Airbnb Additional Terms of Service](#).

Allow

Deny

Host Token ID / Number

Once host accepts T&Cs, a host token ID will be returned

STAAH is now connected to **Airbnb** for your listing!

Please return to STAAH extranet and enter this host token number to complete your Airbnb listing.

Host token number

3msqrvlaadg155cuscwaoy6rs

Thank you

STAAH



airbnb

Return back to STAAH Airbnb wizard

- Use the 'Alt' and 'tab' key on keyboard to return to wizard page. Press and hold the 'Alt' key, then press the 'tab' key. A window appears that displays each of the open programs on your computer. Press the 'tab' key whilst holding down the 'Alt' key and move to the wizard page.
- Enter host token number and click on 'Generate'

[Click here to get connected with Airbnb](#) 

Host Token Number *

Client Host ID : *****

- Once host ID is generated, click on Next
- You will be diverted to Listing page

Listing

- You will see option to either:
- Create New Listing OR Connect with Existing Listing
- If you already have a listing on Airbnb, you can choose to sync rates and availability only and continue to manage content via Airbnb extranet
- Select appropriate option



-
- New Listing
 - Connect with existing Listing

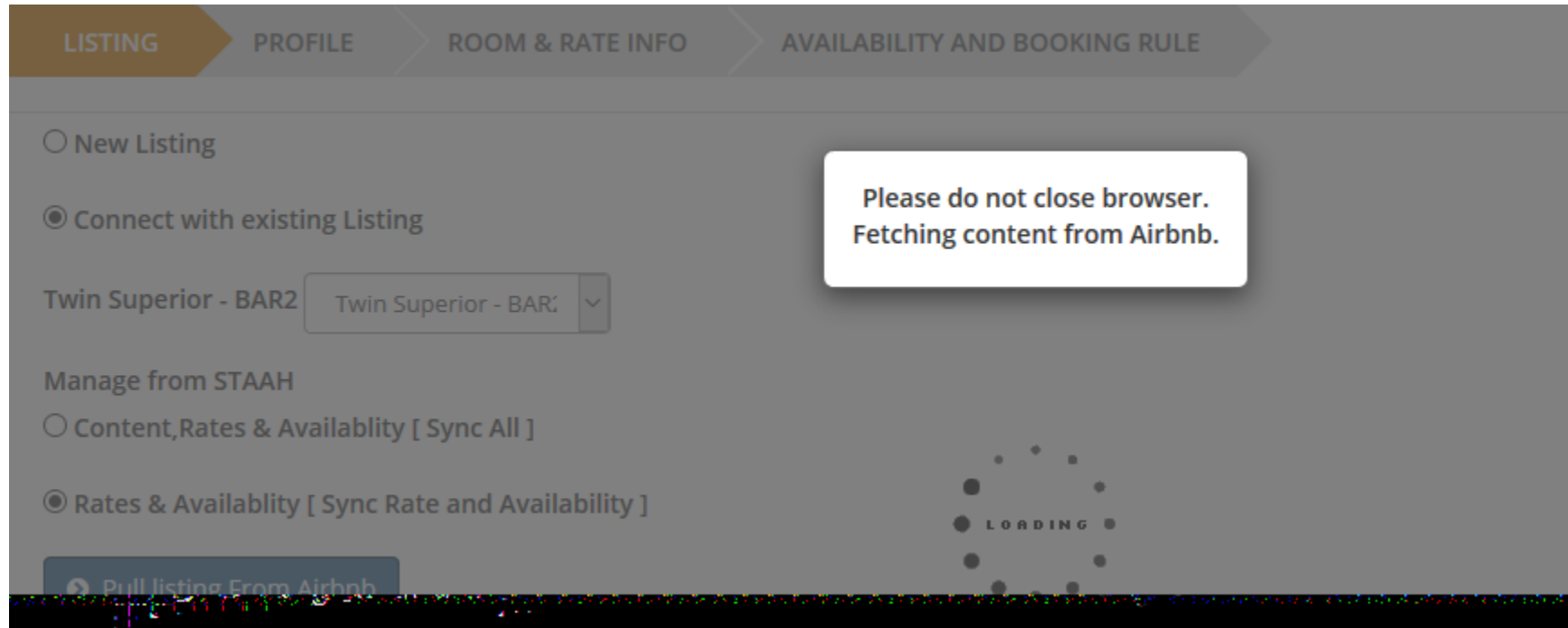
Connect to Existing Listing

- STAAH will pull in all available listings from your Airbnb account
- Select the listing you want to connect with (drop down box)
- Select preferred option on how you want to manage listing via STAAH
- You can either sync ALL (Content, Rates & Availability) or Sync Rates & Availability
- Click on 'Pull Listing From Airbnb' button

The screenshot shows the STAAH interface with the 'LISTING' tab selected. The interface includes a navigation bar with three tabs: 'LISTING' (active), 'PROFILE', and 'ROOM & RATE INFO'. Below the navigation bar, there are three radio button options for listing management: 'New Listing', 'Connect with existing Listing' (selected), and 'Rates & Availability'. A dropdown menu is open under the 'Connect with existing Listing' option, displaying a list of listings including 'Twin Superior - BAR2', 'Picton Apartment New', 'Picton Apartment New 1', 'Wellington Bed And Breakfast', 'Room by the Park TEST', 'Twin Superior - BAR2', 'Air BnB Test 3', 'Angies House TEST', 'Dorm in Hostel TEST', and 'Air BnB Test 2 BAR2'. A blue button labeled 'Pull listing From Airbnb' is visible at the bottom left of the dropdown menu.

Please do not close browser

- Whilst content is being pulled from Airbnb, please do not close browser



Airbnb Listing Expectations

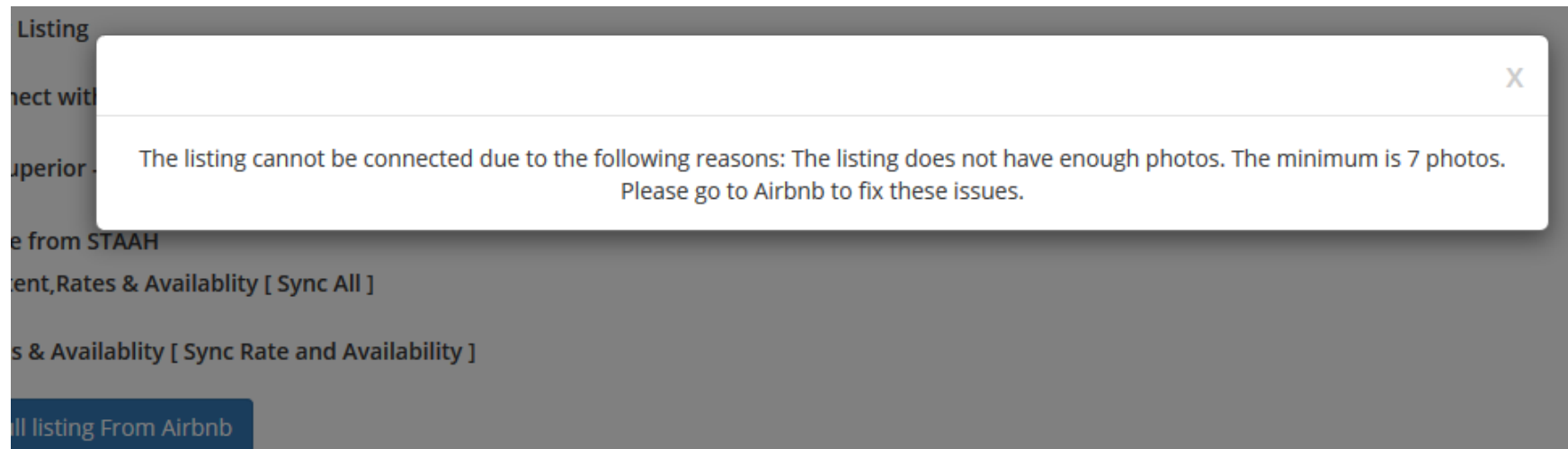
- You MUST meet Airbnb listing expectations especially with regards to images. Otherwise Airbnb will reject your listings.

Requirements:

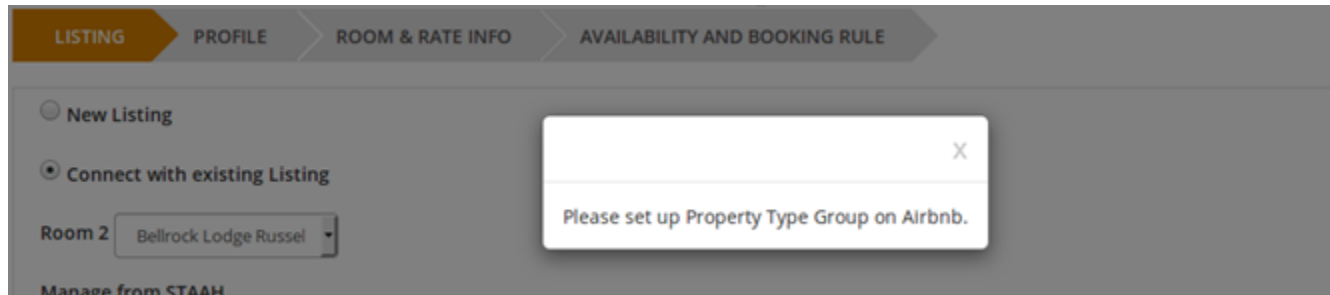
- Headline (min 8 characters)
- Property and unique room descriptions (min 50 characters)
- High quality images (min 7 images in JPEG format, min 800 x 500)
- Room and property features min (5 amenities)

Error

- If you do not meet requirements for images, Airbnb will return an error. You need to login to Airbnb extranet to correct error or load more images/update images to the correct requirements
- Once actioned, you will need to start the process again
- Example of error pertaining to images



Property Type Group Error



- ❑ Where to fix this in Airbnb extranet?
- ❑ Login to Airbnb extranet > Click on Listing > Rooms & guest Edit > Update Property Type


The space

Add details about what the space guests will have is like.

Which is most like your place?

Bed and breakfast  

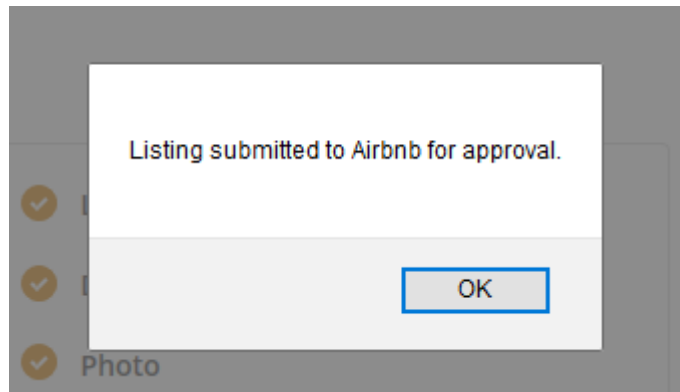
Property type

Bed and breakfast 

Bed and breakfasts are professional hospitality businesses that offer breakfast for guests. A host usually lives on the property.

Successful

- Below message is returned when listing is submitted successfully



For subsequent STAAH listings connected to single Airbnb account

- For property with multiple STAAH listings but single Airbnb account
- Parent/ first property connection is already established in STAAH
- To add subsequent listings
- Enter the STAAH ID for the parent listing (With Airbnb connection established)

[Click here to get connected with Airbnb](#) 

Host Token Number *

For subsequent STAAH listings connected to single Airbnb account (Original already setup)

Enter STAAH ID for 1st Airbnb connection

Double authentication

- To ensure correct parent listing is selected, need to confirm STAAH username for the parent STAAH listing

For subsequent STAAH listings connected to single Airbnb account (Original already setup)

Enter STAAH ID for 1st Airbnb connection

○

Enter STAAH username for patel

- Once validated and matching, you will be diverted to the usual setup page. Proceed with mapping as per normal



New Listing

Connect with existing Listing

Wizard - New Listings

New Listing

- There are 3 tabs to complete - Profile, Room & Rates Info and Availability and Booking Rule
- Where information is already available in extranet, these will be auto-populated in fields
- Images - property has to load via the form. We are still enhancing this criteria to validate image size/ quality is as required

IMPORTANT: Please do not close window. You must click on NEXT to move to next tab

Content

- **Description:** You need to describe your property and what's unique about it. Try to write your Airbnb description as though you're describing your property to a friend - you'll capture an informal yet excited tone that will draw your reader in. Just keep it consistent throughout.
- **Images:** High resolution photos look best, we recommend 4200 x 2700 px @300dpi. Properties with 15 or more photos tend to perform better and Airbnb guests are not only looking for photos of the listing, but of the neighbourhood and local attractions.

Do not put watermarks, logos or text on top of your images.

Property: 10 or more pictures

Room Type: 5 or more pictures including at least 1 picture of the bathroom

You will have the opportunity to write captions for your images by filling in the "Image Label" section in STAAH.

Cancellation Policies

Don't forget to choose your cancellation policies.

[Airbnb's cancellation policies:](#)

- Flexible: full refund 1 day prior to arrival (non-refundable if cancelled on day of check-in)
- Moderate: full refund 5 days prior to arrival (non-refundable if cancelled within 5 days)
- Strict: 50% refund up to 1 week before arrival (non-refundable if cancelled within 7 days)

Cancellation Policies cont.

- Super strict 30: 50% refund up to 30 days prior to arrival
- Super strict 60: 50% refund up to 60 days prior to arrival

With these 2 cancellation policies, you get paid respectively 30 and 60 days prior to arrival

Airbnb Service Fee - From 04 June 2019

➤ Please go to below link for full details:

▫ <https://www.airbnb.co.nz/help/article/1857/what-is-the-airbnb-service-fee?>

▫ Summary:

➤ Starting 04 June 2019, A host-only fee of 15% will be required for all new* traditional hospitality hosts connecting to Airbnb (except in Japan).

➤ Property managers will have a choice of a host-only fee of 14% or a shared host & guest fee. A host-only fee of 14% will be the default fee setting for all new* property managers connecting via software in APAC (except in Japan) and EMEA. These hosts will have the option to switch to the shared host and guest fee, if that better suits their business.

▫ **Applies to all new host accounts created on and after 04 June. Existing hosts connected to Airbnb will not be impacted at this time*

Wizard - Connecting with Existing Listing

- You will still be diverted to Wizard. You need to go through each tab. Where information is missing, you are required to complete
- When you click on NEXT, if there is any information missing, an error message will be returned.

IMPORTANT: Please do not close window. You must click on NEXT to move to next tab

Fees

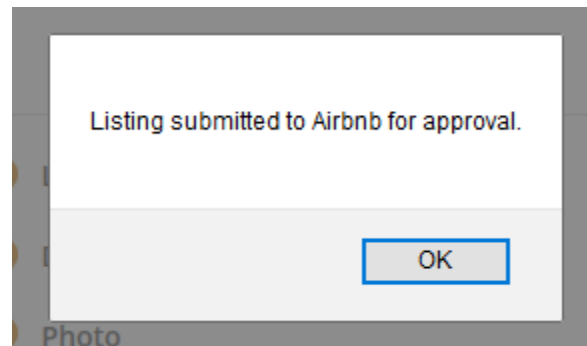
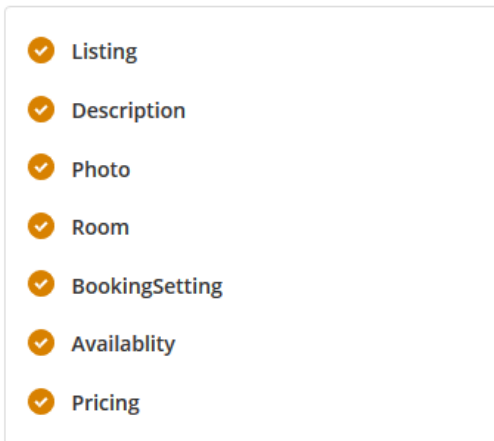
- The setup for various fee type is found in Wizard > Room & Rate Info page
- Fees are managed via channel manager (no option via extranet)
- Any changes needs to be updated in Airbnb wizard and pushed out to Airbnb
- As it is considered part of rates update, changes can be pushed using 'Rates & Availability' sync

PROFILE ROOM & RATE INFO AVAILABILITY AND BOOKING RULE

Max Guest	Guest Included	Currency	Full Rate	Weekend Rate	Extra Guest Rate
<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="NZD"/> ▼	<input type="text" value="159"/>	<input type="text" value="195"/>	<input type="text"/>
Security Deposit ⓘ	Cleaning Fee ⓘ	Weekly Discount	Monthly Discount		
<input type="text"/>	<input type="text"/>	<input type="text" value="100"/> %	<input type="text" value="100"/> %		
Fee type	Amount Type	Amount			
<input type="text" value="Select"/> ▼	<input type="radio"/> Fix <input type="radio"/> Percentage	<input type="text"/>		<input type="button" value="+"/>	

Finished?


- If all information processed successfully, the 'Finish' page will look like below.
- Click on FINISH
- Wait for confirmation message
- Inform designated STAAH support team member that you have completed mapping

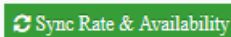
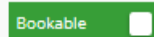




Status of listing

- Airbnb introduced a non-blocking review process in April 2019.
- This means:
 - All listings submitted are approved immediately
 - No downtime during connection process. Listings remains visible and bookable
 - Airbnb will review listing within 30 days
 - If there are any improvements needed, the relevant comments will be communicated to the homeowner directly
 - The host will automatically have 30 days to fix required improvement needed. After 30 days if no action, they will be delisted
 - The host must take action on their listing to stay listed

Airbnb Mapping Page

- As Airbnb has moved to non-blocking review process, status is automatically 'Approved'. There is no downtime
-  Option to un-map. This action will un-map connection but it does not delete the listing from Airbnb. It simply disable channel manager connection for that particular listing
- Bookable switch allows property to 'De-list' a listing on Airbnb and 'Re-list' when ready
- The Delete option will completely remove mapping in channel manager and delete listing from Airbnb

<input checked="" type="checkbox"/> Deluxe Studio	1	<input type="text" value="24995602"/>	<input type="text" value="1"/>	%	Airbnb	APPROVED				
		Inventory Update : <input checked="" type="checkbox"/>								

Listing rejected

- It is possible for Airbnb to 'Reject' a listing. Usually it is because listing requirements are not met
- The status in STAAH mapping page will show as 'Rejected'
- Hover over the status to see reason
- Where possible, please fix issue and you will need to resubmit listing again

Rooms	MLOS	Channel Room Type	
<input checked="" type="checkbox"/> Oceanview Ensuite	1	<input type="text"/> <input type="text" value="1"/> % Inventory Update : <input checked="" type="checkbox"/>	Airbnb REJECTED <div style="border: 1px solid black; padding: 2px; display: inline-block;">Please remove watermarks from the photos (i.e. first main photo)</div>

Need further assistance?

STAAH

If you need help with the STAAH setup, you can reach out to support team on:

Phone number: +64 (0) 9 480 8184 (Oceania)

Oceania Email: support@staah.com

India Email: indiasupport@staah.com

Europe Email: eu.support@staah.com

Asia Pacific: id.support@staah.com

Airbnb

If you have any other questions regarding Airbnb, you can browse the [Airbnb Help](#)

[Center](#) or contact the Airbnb's Customer Experience team at

www.airbnb.com/contact