

# API DISRUPTED PAX GLOBAL PROGRAM: DPAX

**USD 1 Billion  
Industry**

**AIRLINES HOTEL SPEND  
WORLDWIDE WITH  
DISRUPTED PAX**

*Source: IATA*



COMPETITIVE ADVANTAGES FOR PREFERRED  
PARTNERS  
VIA DHISCO CONNECT BOOKINGS



FOR MORE INFORMATION, PLEASE REACH OUT TO YOUR TRANSPORTATION TEAM

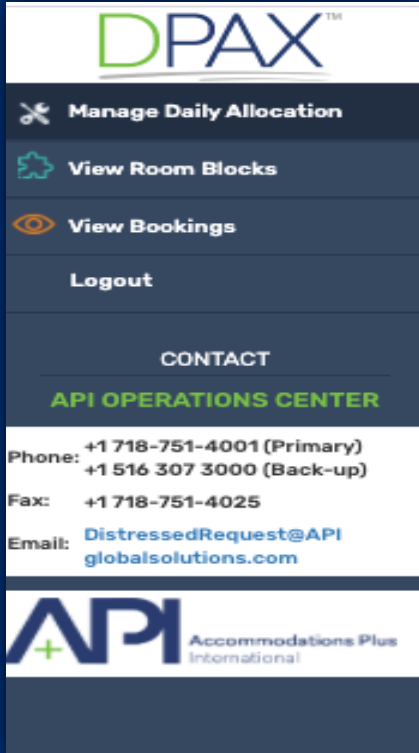
- [dana.curtis@wyndham.com](mailto:dana.curtis@wyndham.com) or [sharon.white@wyndham.com](mailto:sharon.white@wyndham.com)

- API has entered the disrupted passenger business and your hotel has been included in the program
- Disrupted passenger business occurs when a passenger's flight was cancelled, and they now need to spend the night in their current destination
- There are two types of disrupted passengers:
  1. Flight Cancellation – Flight has been cancelled and passenger was not re-routed
  2. Denied boarding or misconnections – passenger couldn't board or missed a connection due to delays or other factors
- Rooms are booked at your hotel through a DHISCO connection that is seamless and comes through the CRS into your PMS
- For hotels offering static rates with daily allotments the number of rooms available can be set and adjusted daily within the API DPAX Hotel Website
- All payments are made on API's Virtual Credit Card and can include meal allowances outlined on the reservation backup voucher, any other incidentals are payable by the passenger
- This is last minute revenue and has an industry value of over \$1 Billion dollars annually!



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# API DPAX VIA DHISCO CONNECT HIGH LEVEL PROCESS



1. API DPAX reservation will be sent to the hotel reservation system as any other booking based on the inventory availability
2. Hotel receives the booking details into your PMS
3. The hotel will also receive a copy of the detailed reservation and voucher via email. Please make sure and send API your primary email address that is accessible 24 hours
4. DPAX Platform website uses;
  - a) Select hotels with contracted allotments will manage daily allotments on this site (static rates only)
    - View Room Blocks - provides a summary of all bookings at the range period desired
  - b) For hotels with contracted allotments and dynamic discounts, this platform will provide real time reporting as indicated below:
    - View Bookings - shows all reservations grouped by Airline and destination.
    - Both of these reporting tools can be exported in Excel
- **DPAX Airport Rollout** – Your hotel will only be added to the DPAX Platform when API activates an airport and adds hotels within the vicinity for that airport inline with Airline rollout plans. This radius can expand to many miles/kilometers from an airport and API will contact you in preparation when the time comes

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# API DPAX BEST PRACTICES

## GUIDELINE FOR A SUCCESSFUL OPERATION

- **DHISCO Connect bookings have instant confirmation and payment**
- The two rate plans – SCN5 and/or LFKT (completed RFP solicitation) have already been loaded by your transportation team
- API will be the primary contact for disrupted passengers from select airlines listed in DPAX platform
- The hotel property is responsible for managing availability. API bookings are made at real-time availability and should be honored by the hotel

**For any questions regarding API reservation please reach out to API 24-hour Operations Team – details found on the last page**

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# API DPAX BACKUP VOUCHER

SAMPLE OF THE SYSTEM VOUCHER (ADDITIONAL TO DC BOOKING)

Once your hotel has been included in an Airport Rollout Campaign, API will contact you and provide you with access to the DPAX Hotel Website and collect your 24-Hour reception email address.

**Reviewing the DPAX Backup Voucher via email or the DPAX Hotel Website, the hotel will find:**

- Hotel Name, address and further details
- Airline Name
- Booking Date which refers to when the reservation was processed
- Passenger Check-in Date and Name
- For the Passenger Name Field, please note that not all the Airlines share this information with API prior to guest arrival. When a guest name is not provided, the voucher will reference to "API Disrupt Passenger" on this field
- The central table shows additional details such as: number of rooms and bed specification, number of passengers, any passenger special need, pet requests and the room rate.
- There is also the reservation confirmation number located at "API BOOKING REF NUMBER".
- DPAX bookings have virtual credit card as preferred payment method which details are available at the bottom of the voucher, along with API contact information if you have any trouble processing payment

**The virtual card is available for immediate use and is active within 72-hours after receipt of the voucher. For any credit card failure experienced, please consider reaching out to API 24-hours Operations Teams - contact information on the last page**

**Passenger Hotel Voucher**

Hotel: Hampton Inn NY JFK  
144-10 135th Avenue  
Jamaica, New York, 11436  
United States  
Phone: +1 718-322-7500  
Airport: JFK  
Airline: JetBlue  
Booking Date/Time (L): 25 OCT 2021 12:13  
Check-In Date: 25 OCT 2021  
Billable Nights: 1  
Primary Passenger Name: Bond James  
PNR: FHDG5D  
Total Number of Guests: 1

Room	Adults	Kids	Beds	Icons	Avg. Rate	Avg. Taxes	Gross
Room 1	1		1	Icons: Wheelchair, Pet	105		

Total Room Nights: 1  
Total Room Amount (excluding taxes): USD 105  
Other Guest Names: None  
Special Instructions: The best room in the house for a special agent  
Note: Phone calls, alcoholic beverages and mini bar items are not included. Extra charges must be paid by the hotel guest.  
Hotel Meal Allocation(s) ( In USD )  
Hotel is authorized to bill up to the following meal(s) per passenger

Meals	Number of Meals	Amount per Meal	Total Amount
Breakfast	1	8	8
Lunch	1	10	10
Dinner	1	16	16

Booking Method: Allocation  
API Booking Ref. No.: 2580  
Payment Method: Synaptic Virtual Credit Card  
Card Number: 349517846913725      Card Security Code: 0483  
Expiration Date: 19 OCT 2025  
Airline Authorizing Agent: Jane Smith  
Airline Contact Number: +1 007 007 007

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[dana.curtis@wyndham.com](mailto:dana.curtis@wyndham.com) or [sharon.white@wyndham.com](mailto:sharon.white@wyndham.com)



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# API DPAX BACKUP VOUCHER WITH MEAL ALLOWANCE

SAMPLE OF THE SYSTEM VOUCHER (ADDITIONAL TO DC BOOKING)

**Passenger Hotel Voucher**

Hotel: Hampton Inn NY JFK  
144-10 135th Avenue  
Jamaica, New York, 11436  
United States  
Phone: +1 718-322-7500  
Airport: JFK  
Airline: JetBlue  
Booking Date/Time (L): 25 OCT 2021 12:13  
Check-In Date: 25 OCT 2021  
Billable Nights: 1  
Primary Passenger Name: Bond James  
PNR: FHDG5D  
Total Number of Guests: 1

Room	Adults	Kids	Beds	🦽	🐾	Avg. Rate	Avg. Taxes	Gross
Room 1	1		1			105		

Total Room Nights: 1  
Total Room Amount (excluding taxes): USD 105  
Other Guest Names: None  
Special Instructions: The best room in the house for a special agent  
Note: Phone calls, alcoholic beverages and mini bar items are not included. Extra charges must be paid by the hotel guest.  
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Airline Contact Number: +1 007 007 007

Some Airlines offer Hotel Meal Allowances, and these amounts can be found on the Vouchers:

- Meal Allowances covered by the API virtual credit card includes charges only for meals authorized on the voucher and does not include other incidental charges
- The table shows the quantity of meals and the amount the airline and credit card will cover
- If the meal cost is more than the allowance or alcohol is consumed, then these charges are payable by the guest
- If there are no meal allowance amounts stated on the voucher, all meals and incidentals must be paid by the guest

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# API GLOBAL 24H OPERATIONS CENTERS CONTACTS



USA: +1 718 7514001

UK: +44 20 3885-0344

Brazil: +55 11 4349 6160

Sao Paulo: +55 11 4349 6160

Chile: +56 3210 3880

Manila: +63 2 8 231 2237



WhatsApp: +55 11 97059 4257



[Distressedrequest@apiglobalsolutions.com](mailto:Distressedrequest@apiglobalsolutions.com)



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