



# Expedia® TAAP

Support 101 - How to Get Help Fast and Effectively

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# The Golden Rule

Always call Customer Support first. 24/7 Assistance

- Fastest path to action (they can live-contact properties/suppliers).
- System access: only CS can modify, reissue, relocate, or raise live waivers.
- Your role: call CS; if the outcome isn't right, email Account Management for a 2nd opinion (and if needed, a 3rd).







# Who does what?

- CS (First Line): Modify/cancel, rebook/relocate, contact hotel/supplier, request waivers on NR bookings, create case IDs. 24/7 Assistance
- Account Management (Second Line): Second look on tough cases
- You (Agent): Provide complete facts upfront; call while traveler is on-site when possible; collect evidence.





# Before You **Call / Email:** Checklist

- Have these ready:
  - Itinerary # and traveler name(s)
  - Email address booking was made with
  - What you're expecting in terms of compensation etc...
  - Dates / product (hotel, VRBO, car, transfer, activity)
  - What happened (pre-stay, in-stay, post-stay) + what you want done
  - Evidence: photos/video, receipts, emails, timestamps, property replies
  - Constraints: traveler at desk now? Can change dates? Budget limits?





# When To Escalate (to Account Management)

- Unresolved Issue After First Contact – The customer service team has closed your case or given a final answer, but the issue remains unresolved or unsatisfactory
- Excessive Delays – A significant amount of time has passed without resolution or follow-up, despite agreed timelines or reasonable expectations.

**Include: Subject / Impact / Description, case ID, receipts, photos, timeline, and your requested outcome.**





# VRBO

- Expedia's Ownership – VRBO (Vacation Rentals by Owner) is part of the Expedia Group, acquired in 2015 when Expedia bought HomeAway (VRBO's parent company) for \$3.9 billion.
- Vacation Rentals Focus – VRBO specializes in private vacation homes, apartments, and unique stays, unlike traditional hotels in Expedia TAAP.
- Integration in TAAP – VRBO listings are available through Expedia TAAP, but booking terms, policies, and CS workflows remain separate.
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# VRBO vs Hotels: What's Different

- Separate support path: relocations are rare.
- Typical remedy: refund (especially for no-access/major issues).
- Less flexible on non-ref changes.
- Best practice: Call TAAP CS first and ask to be connected to VRBO CS within the same case; stay on the line for a warm handover.







# Do's & Don'ts

## Do

- Call CS early; keep traveler on standby.
- Ask for a case ID every time.
- Be prepared with the email used for the booking
- Let us know what kind of compensation you're expecting
- Send complete evidence once (avoid drips).

## Don't

- Promise refunds before CS/property confirms.
- Email first for urgent cases.







# Common FAQs

## How long for refunds?

7-10 working days.

## I don't see a "Modify/Cancel" button

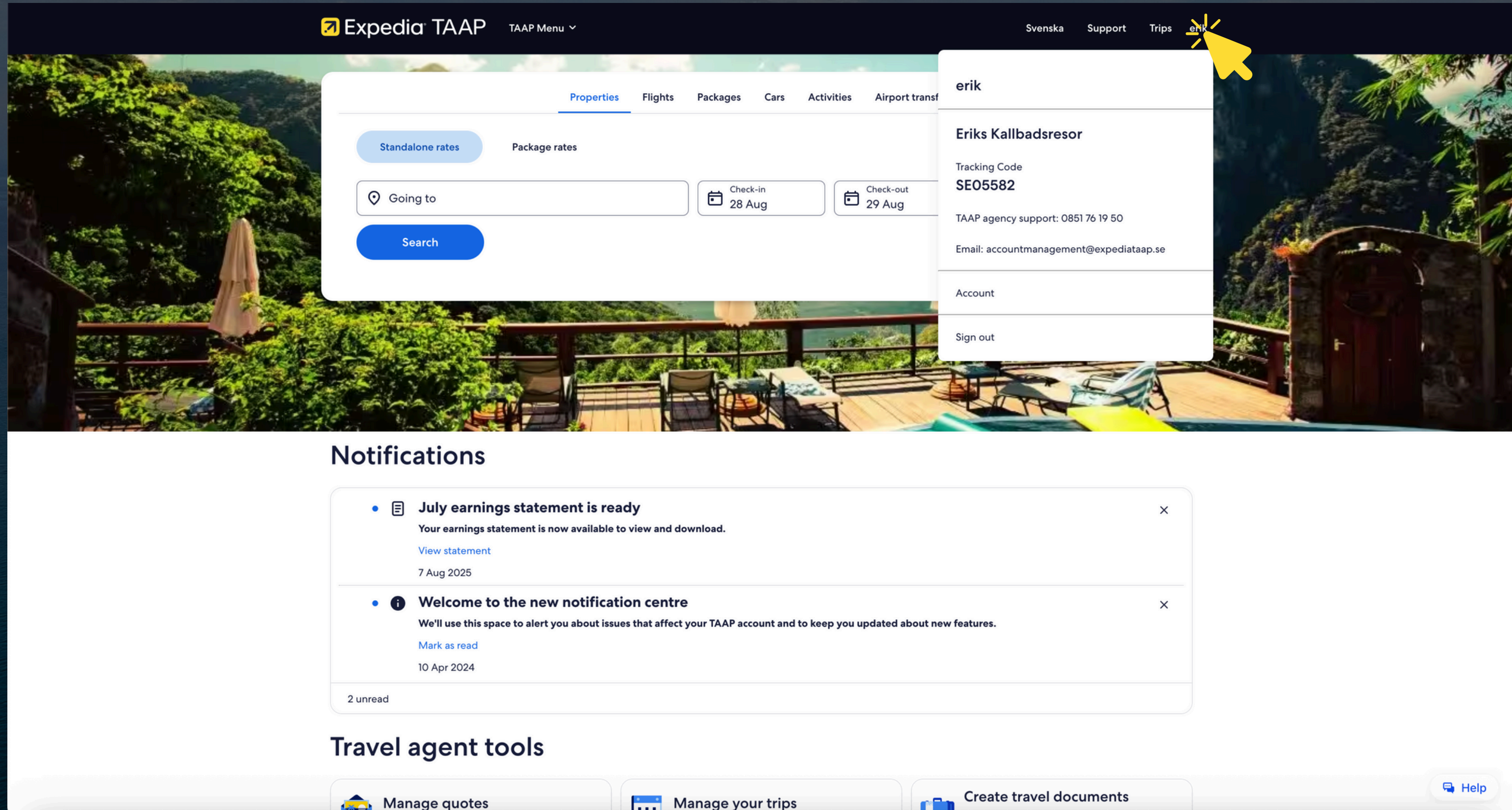
Call CS with the itinerary #. Some rate types or supplier setups hide self-service; CS can action or request a waiver.

## Breakfast included on rate, but property refused.

Call CS in-stay. They will verify the rate plan and contact property to honor or adjust.







The screenshot displays the Expedia TAAP web interface. At the top, the header includes the Expedia TAAP logo, a "TAAP Menu" dropdown, and navigation links for "Svenska", "Support", "Trips", and a user profile icon labeled "erik". A yellow arrow points to the "erik" icon, which has opened a dropdown menu. This menu contains the user's name "erik", the agency name "Eriks Kallbadsresor", a "Tracking Code" of "SE05582", contact information for TAAP agency support (phone: 0851 76 19 50, email: accountmanagement@expediataap.se), and links for "Account" and "Sign out".

Below the header is a search bar with tabs for "Properties", "Flights", "Packages", "Cars", "Activities", and "Airport trans". The "Properties" tab is active. It features a "Standalone rates" button and a "Package rates" button. The search form includes a "Going to" field, "Check-in" and "Check-out" date pickers (set to 28 Aug and 29 Aug), and a "Search" button.

The "Notifications" section follows, showing two notifications:

- July earnings statement is ready**: Your earnings statement is now available to view and download. [View statement](#) (7 Aug 2025)
- Welcome to the new notification centre**: We'll use this space to alert you about issues that affect your TAAP account and to keep you updated about new features. [Mark as read](#) (10 Apr 2024)

At the bottom, the "Travel agent tools" section contains three buttons: "Manage quotes", "Manage your trips", and "Create travel documents". A "Help" button is located in the bottom right corner.





**Thank you for  
participating**