

Upgrade Pack

Upgrade Pack Integration with Oracle Hospitality OPERA 5.5

Upgrade Pack is a market-first in distribution. Working exclusively with partner hotels and airlines, Upgrade Pack's proprietary platform provides an unrivalled source of ancillary revenue for hotels, with zero fees and zero commission. This delivers increased customer reach, customer satisfaction, demand, and revenue per available room (RevPAR) to optimize occupancy for higher margins and premium inventory—at rates controlled by the hotel.

COMPANY OVERVIEW

Upgrade Pack helps hotels optimize room capacity and increase ancillary revenue opportunities through specialist distribution of exclusive upgrade offers. As a members-only platform it provides direct access to an untapped affluent customer base with the propensity and income to upgrade.

Upgrade Pack's hotel partners do not pay any fees to join the platform, nor do they pay any commission on upgrades purchased through the app. Users access Upgrade Pack through their participating bank, credit card issuer, or employer who provide—and fund—membership as a customer loyalty reward or employee benefit.

Upgrade Pack's technology and mobile-first app connects directly to hotels using integration APIs, enabling hotels to sell available upgrades to guests in real time, 24/7. Guests also receive their confirmation in real time—creating an undiluted revenue stream and enhanced channel for direct sales. The hotel processes the payment for the upgraded booking at guest checkout.

For hoteliers, Upgrade Pack is the digital-first way to optimize RevPAR while creating a truly enhanced guest experience.

INTEGRATION OVERVIEW

The validated integration between Upgrade Pack and Oracle Hospitality OPERA property management system (PMS) enables Upgrade Pack subscribers to find their current booking information and trigger availability and rates for exclusive offers on room upgrades, all in a closed marketplace environment.

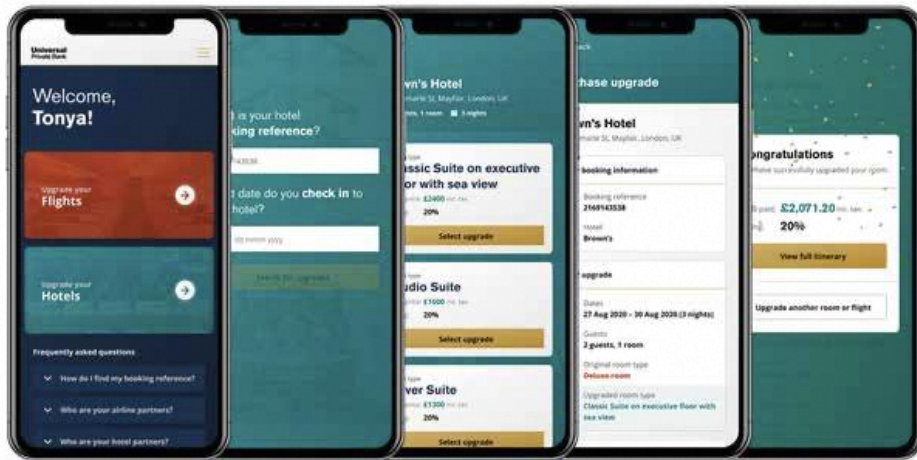
The two-way information exchange then enables guests to select an upgrade from the mobile app which then updates their booking on Oracle Hospitality OPERA PMS.

**UPGRADE
PACK**

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ORACLE
Validated Integration
Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.



Upgrade Path's mobile-first app provides high-value customers with an easy-to-use interface for accessing and purchasing upgrades.

INTEGRATION DETAILS

The integration supports Oracle Hospitality OPERA's reservation upsell endpoint, and an upsell workflow using Oracle Hospitality OPERA endpoints.

- Fetch booking using Reservation (#FetchBooking endpoint)
- Fetch future booking summary with Reservation (#FutureBookingSummary)
- Get general availability with Availability
- Get general information with Information
- Get hotel information with Information (#QueryHotelInformation)
- Upsell reservation with Reservation (#UpsellReservation)
- Confirm upsell offer with Reservation (#UpsellReservation)
- Fetch user profile with Name (#FetchProfile)
- Get rooms availability with Availability (#Availability)
- Modify booking with Reservation (#ModifyBooking)
- Update package with Reservation (#UpdatePackages)

TECHNICAL DETAILS

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • Upgrade Pack v2.0 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • Oracle Hospitality OPERA Web Self Service 5.5
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPP_KSK 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA Web Self Service for Upgrade Pack by Upgrade Pack
Supported Protocols	
<ul style="list-style-type: none"> • HTTP(S) 	

ORACLE Validated Integration Oracle Applications

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