

# OpenTravel™ Alliance Message Users Guide

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## Contents

<b>Section 1 —Introduction .....</b>	<b>1-1</b>
<b>Section 2 —Getting Started.....</b>	<b>2-1</b>
<b>Section 3 —Generic Messages.....</b>	<b>3-2</b>
3.1. OTA_CancelRQ/RS .....	3-3
3.1.1. Use Case 1.....	3-4
3.2. OTA_DeleteRQ/RS .....	3-5
3.2.1. Use Case 1.....	3-5
3.3. OTA_PingRQ/RS .....	3-6
3.3.1. Use Case 1.....	3-6
3.4. OTA_ReadRQ/OTA_ResRetrieveRS .....	3-7
3.4.1. Use Case 1.....	3-8
3.4.2. Use Case 2.....	3-9
3.4.3. Use Case 3.....	3-11
3.4.4. Use Case 4.....	3-13
3.4.5. Use Case 5.....	3-14
3.5. OTA_UpdateRQ/RS .....	3-16
3.5.1. Use Case 1.....	3-17
<b>Section 4 —Air Messages .....</b>	<b>4-18</b>
4.1. OTA_AirAvailRQ/RS .....	4-18
4.1.1. Use Case 1.....	4-18
4.2. OTA_AirBookRQ/RS .....	4-21
4.2.1. Use Case 1.....	4-21
4.3. OTA_AirFlifoRQ/RS .....	4-24
4.3.1. Use Case 1.....	4-25
4.3.2. Use Case 2.....	4-26
4.4. OTA_AirDetailsRQ/RS.....	4-27
4.4.1. Use Case 1.....	4-27
4.5. OTA_AirLowFareSearchRQ/RS.....	4-28
4.5.1. Use Case 1.....	4-28
4.5.2. Use Case 2.....	4-32

---

4.6.	OTA_AirPriceRQ/RS.....	4-36
4.6.1.	Use Case1.....	4-37
4.7.	OTA_AirRulesRQ/RS.....	4-39
4.7.1.	Use Case 1.....	4-40
4.8.	OTA_AirSchedulesRQ/RS.....	4-42
4.8.1.	Use Case 1.....	4-43
4.9.	OTA_AirSeatMapRQ/RS.....	4-44
4.9.1.	Use Case 1.....	4-45
4.9.2.	Use Case 2.....	4-49
<b>Section 5</b>	<b>—Car Working Group.....</b>	<b>5-54</b>
5.1.	OTA_VehAvailRateRQ/RS .....	5-54
5.1.1.	Use Case 1.....	5-54
5.2.	OTA_VehCancelRQ/RS.....	5-57
5.2.1.	Use Case 1.....	5-58
5.3.	OTA_VehLocDetailRQ/RS.....	5-59
5.3.1.	Use Case 1.....	5-60
5.3.2.	Use Case 2.....	5-61
5.3.3.	Use Case 3.....	5-64
5.4.	OTA_VehLocSearchRQ/RS.....	5-79
5.4.1.	Use Case1.....	5-80
5.5.	OTA_VehModifyRQ/RS.....	5-82
5.5.1.	Use Case 1.....	5-83
5.6.	OTA_VehResRQ/RS.....	5-86
5.6.1.	Use Case1.....	5-87
5.7.	OTA_VehRetResRQ/RS .....	5-90
5.7.1.	Use Case 1.....	5-91
<b>Section 6</b>	<b>—Golf Tee Times.....</b>	<b>6-95</b>
6.1.	OTA_GolfCourseAvailRQ/RS.....	6-95
6.1.1.	Use Case 1.....	6-95
6.2.	OTA_GolfCourseResRQ/RS.....	6-96
6.2.1.	Use Case 1.....	6-96
6.3.	OTA_GolfCourseSearchRQ/RS.....	6-99
6.3.1.	Use Case 1.....	6-99

---

<b>Section 7</b>	<b>—Hotel Working Group</b>	<b>7-101</b>
7.1.	OTA_HotelAvailRQ/RS	7-101
7.1.1.	Use Case 1 (TBD)	7-102
7.2.	OTA_HotelAvailNotifRQ/RS	7-102
7.2.1.	Use Case 1	7-103
7.2.2.	Use Case 2	7-105
7.2.3.	Use Case 3	7-108
7.2.4.	Use Case 4	7-110
7.3.	OTA_HotelBookingRuleNotifRQ/RS	7-112
7.3.1.	Use Case 1 (TBD)	7-113
7.4.	OTA_HotelCommNotifRQ/RS	7-113
7.4.1.	Use Case 1 (TBD)	7-113
7.5.	OTA_HotelDescriptiveContentNotifRQ/RS	7-114
7.5.1.	Use Case 1 (TBD)	7-115
7.6.	OTA_HotelDescriptiveInfoRQ/RS	7-115
7.6.1.	Use Case 1	7-116
7.6.2.	Use Case 2	7-123
7.7.	OTA_HotelGetMsgRQ/RS	7-125
7.7.1.	Use Case 1 (TBD)	7-125
7.8.	OTA_HotelInvAdjustRQ/RS	7-125
7.8.1.	Use Case 1 (TBD)	7-126
7.9.	OTA_HotelInvBlockNotifRQ/RS	7-126
7.9.1.	Use Case 1	7-127
7.10.	OTA_HotelInvCountNotifRQ/RS	7-132
7.10.1.	Use Case 1 (TBD)	7-133
7.11.	OTA_HotelInvNotifRQ/RS	7-134
7.11.1.	Use Case 1 (TBD)	7-134
7.12.	OTA_HotelInvSyncRQ/RS	7-135
7.12.1.	Use Case 1 (TBD)	7-135
7.13.	OTA_HotelRateAmountNotifRQ/RS	7-135
7.13.1.	Use Case 1 (TBD)	7-136
7.14.	OTA_HotelRatePlanNotifRQ/RS	7-137
7.14.1.	Use Case 1 (TBD)	7-138
7.15.	OTA_HotelReservationModify	7-138

---

7.15.1. Use Case 1.....	7-138
7.16. OTA_HotelResModifyNotifRQ/RS .....	7-141
7.16.1. Use Case 1 (TBD).....	7-141
7.17. OTA_HotelResNotifRQ/RS .....	7-143
7.17.1. Use Case 1 (TBD).....	7-144
7.18. OTA_HotelResRQ/RS .....	7-144
7.18.1. Use Case 1 (TBD).....	7-146
7.19. OTA_HotelRFP_MeetingNotifRQ/RS.....	7-146
7.19.1. Use Case 1.....	7-146
7.19.2. Use Case 2.....	7-149
7.19.3. Use Case 3.....	7-152
7.20. OTA_HotelRFP_MeetingRQ/RS .....	7-154
7.20.1. Use Case 1.....	7-154
7.20.2. Use Case 2.....	7-158
7.21. OTA_HotelRoomingListRQ/RS .....	7-173
7.21.1. Use Case 1.....	7-174
7.22. OTA_HotelSearchRQ/RS.....	7-178
7.22.1. Use Case 1 (TBD).....	7-179
7.23. OTA_HotelStats/OTA_HotelStatsNotifRQ/RS .....	7-180
7.23.1. Use Case 1 (TBD).....	7-180
7.23.2. Use Case 2 (TBD).....	7-181
7.24. OTA_HotelStayInfoNotifRQ/RS .....	7-181
7.24.1. Use Case 1 (TBD).....	7-181
7.25. OTA_HotelSummaryNotifRQ/RS .....	7-182
7.25.1. Use Case 1 (TBD).....	7-182
7.26. OTA_MeetingProfile.....	7-183
7.26.1. Use Case 1 (TBD).....	7-183
<b>Section 8 —Insurance .....</b>	<b>8-184</b>
8.1. OTA_InsuranceBookRQ/RS .....	8-184
8.1.1. Use Case 1.....	8-184
8.2. OTA_InsurancePlanSearchRQ/RS.....	8-186
8.2.1. Use Case 1.....	8-187
8.2.2. Use Case 2.....	8-188

---

8.3.	OTA_InsuranceQuoteRQ/RS .....	8-190
8.3.1.	Use Case 1.....	8-190
<b>Section 9</b>	<b>—PackageTours/HolidayBookings .....</b>	<b>9-192</b>
9.1.	OTA_PkgAvailRQ/RS .....	9-193
9.1.1.	Use Case 1.....	9-194
9.1.2.	Use Case 2.....	9-198
9.2.	OTA_PkgBookRQ/RS .....	9-200
9.2.1.	Use Case 1.....	9-201
<b>Section 10</b>	<b>— Travel Itinerary Messages .....</b>	<b>10-209</b>
10.1.	OTA_TravelItineraryRQ/RS .....	10-209
10.1.1.	Use Case 1.....	10-210
<b>Section 11</b>	<b>—Rail Messages .....</b>	<b>11-1</b>
11.1.	OTA_RailAvailRQ/RS.....	11-1
11.1.1.	Use Case 1.....	11-2
11.2.	OTA_RailBookRQ/RS .....	11-4
11.2.1.	Use Case 1.....	11-4
11.3.	OTA_RailRetrieveRQ/RS .....	11-7
11.3.1.	Use Case 1.....	11-7
<b>Section 12</b>	<b>—Loyalty Messages .....</b>	<b>12-10</b>
12.1.	OTA_LoyaltyAccountCreateRQ; OTA_LoyaltyAccountRS.....	12-10
12.1.1.	Use Case 1.....	12-10
12.2.	OTA_LoyaltyCertificateCreateRQ/RSandOTA_Loyalty CertificateCreateNotifRQ/RS.....	12-12
12.2.1.	Use Case 1.....	12-12
12.3.	OTA_LoyaltyCertificateRedemptionRQ/RS .....	12-13
12.3.1.	Use Case 1.....	12-13
12.4.	OTA_ReadRQ; OTA_LoyaltyAccountRS .....	12-14
12.4.1.	Use Case 1.....	12-14
<b>Section 13</b>	<b>—Profile .....</b>	<b>13-16</b>
13.1.	OTA_ProfileCreateRQ/RS .....	13-16
13.1.1.	Use Case 1.....	13-16
<b>Section 14</b>	<b>—Appendix .....</b>	<b>14-19</b>

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14.1. Specification Versioning Table ..... 14-19



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## Section 1—Introduction

The OpenTravel Alliance (OTA), which began in May 1999, is a consortium of suppliers in all sectors of the travel industry, including air, car rental, hotel, travel agencies, and tour operators, as well as related companies that provide distribution and technology support to the industry. The OpenTravel Alliance now has over 125 members representing influential names in all sectors of the travel industry. The Alliance is comprised of four working groups – air, car, hotel, and non-supplier (travel integration) – together with an interoperability committee to coordinate their efforts.

OTA defines open messages in eXtensible Markup Language (XML) that makes it possible to exchange business data seamlessly among different systems, companies, and industries over the World Wide Web. Companies in the travel industry recognize the importance of information management, both in terms of day-to-day operations and as a strategic tool. The travel industry pioneered online booking and registration systems and, in many respects, sets the expectation level for other industries in terms of responsiveness, reliability, and security of transaction processing. With the coming of the Internet and its ability to link millions of customers and companies in real-time computer communications, customer expectations for online services have increased further, and the travel industry seeks to continue to meet and exceed these expectations. Also, in keeping with the tradition of the Internet, even in its brief history, OTA specifications are open documents and will remain freely available to all industry participants.

OTA specifications provide a framework for companies in the travel industry to create new relationships with customers as well as create new partnerships with fellow companies in the business. As specifications for the industry, these documents provide a means by which companies can improve their interaction with trading partners as well as their level of service for customers. Lowering the demands for customized interfaces between trading partners will allow companies to concentrate their resources on developing innovative ways to communicate with their customers and provide them with increased levels of service.

## Section 2—Getting Started

The OTA Message Specification includes the following components:

### **OTA Implementation Infrastructure Guidelines**

The Implementation Infrastructure Guidelines, last published in 2001C as “Infrastructure Specification”, provide information about how to implement the transport and enveloping layers for the purpose of sending and receiving OTA messages between systems. At present only information for the ebXML Message

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Service is documented. Definition of the mapping to alternative infrastructure technologies is currently under development.

### **OTA XML Schema Design Best Practices**

The OTA XML Schema Best Practices document contains documentation about the standards and best practices used in creating the XML Schemas. Typically, this document is used within the OTA to ensure the creation of XML Schemas consistent in design across the organization and across releases.

### **OTA Messages User Guide (This Document)**

The User Guide contains a description of each OTA Message with sample use cases and XML instance documents. It provides a high-level overview of message functionality.

### **OTA Messages Reference Guide**

The Reference Guide is an auto-generated set of web pages that allow the display of and navigation through the annotations within the XML Schemas. It provides documentation at the “field-level” detailing the use of individual elements and attributes. This is available at <http://www.opentravel.org/2004A/> using the link OTA 2004A XSDdoc.

### **OTA XML Schema Definition files**

These files are the formal definition of the specification using the W3C standard for XML Schema Definition (XSD's). They have the file type of *.xsd* and can be downloaded from the OTA website at <http://www.opentravel.org/>. They are organized by “release” where the release name includes the year and a letter denoting its sequence in that year. For example, the first release in 2002 is 2002A, the next 2002B, and so on. The XML Schemas are cumulative and contain all of the messages defined by the OTA. For more information on naming conventions, namespaces and other details about how the messages are constructed, refer to the OTA Implementation Infrastructure Guidelines.

### **Readme (Release Notes)**

The release notes detail the latest information and changes for any given release (i.e. “What’s New”).

## **Section 3—Generic Messages**

Although many messages are specific to a particular travel sub-domain (e.g., Air) other messages are generally applicable and may be used more broadly than in one domain-specific service. This section briefly describes the generic messages that can be used across multiple travel verticals.

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### 3.1. OTA\_CancelRQ/RS

The OTA Cancel may be used for canceling a previously made reservation. This message cancels the entire reservation, i.e., it may not be used to cancel only part of the itinerary segments in a booking.

A reservation id (PNR locator, confirmation number, etc) is sent to specify which reservation should be canceled. Additionally, a supplier may require that verification information such as customer name, credit card number, and/or phone number, be sent in order to verify that the correct reservation is being cancelled.

The use of the OPTIONAL OTA <POS> element allows an implementation to determine whether the remote user has permission to cancel the reservation.

In the Cancel Request one of the following actions must be specified:

- Initiate – indicates the initial request to cancel a reservation.
- Ignore – indicates a rollback of the request to cancel, leaving the reservation intact.
- Confirm – indicates a request to complete the cancellation.

The Cancel Response will return one of the following statuses:

- Pending – indicates the initial request to cancel a reservation is pending confirmation to complete the cancel action. Cancel rules may have been returned in the response.
- Ignored – indicates the request to cancel was rolled back, leaving the reservation intact.
- Canceled – indicates the cancellation is complete. A cancellation ID may be returned along with the response.

The Cancel message provides the option for a two-step process and individual business rules may determine how a system processes the initial cancel request. If there are no penalties involved in the cancellation, the cancel transaction can take place and the response returns the cancellation number along with the status that the reservation has been cancelled.

If the processing system determines that a cancellation policy has been invoked, it may choose to send back the OTA\_CancelRS with the Status=*Pending*, accompanied by a collection of cancellation rules, allowing the originating party to determine if the cancellation should proceed. The originating party would then resend the OTA\_CancelRQ. A CancelType=*Ignore* would expect a response with the Status *Ignored*, thus ending the message conversation with no action being taken to cancel the reservation.

A CancelType=*Commit* indicates a definitive instruction to process the cancellation. This message would expect the response of Status=*Cancelled*,

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along with the return of a Cancellation Id, that transaction would complete the cancellation process. The cancel RQ is the same message in each case, with the CancelType attribute indicating the action to be taken on the request.

### 3.1.1. Use Case 1

#### 3.1.1.1. Request: Reservation Cancellation

A customer who had previously made an airline reservation through a travel agent needs to cancel the entire booking. The customer requests that the travel agent cancel the booking. The travel agent sends a cancel message that includes the travel agent system PNR locator and the airline PNR locator to the airline.

##### OTA\_CancelRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_CancelRQ.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" CancelType="Initiate">
  <POS>
    <Source AgentSine="925832875" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
      <RequestorID Type="5" ID="925832875"/>
      <BookingChannel Type="1" Primary="1"/>
    </Source>
  </POS>
  <UniquelD Type="14" ID="7H39B4">
    <CompanyName CompanyShortName="1P" TravelSector="1"/>
  </UniquelD>
  <UniquelD Type="14" ID="X2A382">
    <CompanyName CompanyShortName="DL" TravelSector="1"/>
  </UniquelD>
</OTA_CancelRQ>
```

#### 3.1.1.2. Response: Reservation Cancellation

A cancellation message is returned confirming that the booking has been canceled since there were no cancellation penalties.

##### OTA\_CancelRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_CancelRS.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" Status="Cancelled">
  <Success/>
  <UniquelD Type="14" ID="X2A382">
    <CompanyName CompanyShortName="DL" TravelSector="1"/>
  </UniquelD>
  <UniquelD Type="14" ID="7H39B4">
    <CompanyName CompanyShortName="1P" TravelSector="1"/>
  </UniquelD>
</OTA_CancelRS>
```

---

### 3.2. OTA\_DeleteRQ/RS

The Delete infrastructure action defines an operation that identifies an existing record, and removes the entire record from the database. The use of the Delete action depends upon the business rules of an organization. Alternative strategies, such as mapping a duplicate record to another by use of the UniqueId, may be considered.

The requestor MAY also verify the record before deleting it to ensure the correct record has been identified prior to deleting it. In this case, the use of the *Instance* attribute may be useful in determining whether the record has been updated more recently than the information that is intended to be deleted. That choice, again, would be dictated by good business practices.

Steps in the Delete operation may include:

- Requestor submits a Read request to view the record
- Responder returns the record for the requestor to view
- Requestor submits a Delete request.
- Responder removes the record and returns an acknowledgement

The use of the OPTIONAL OTA <POS> element allows an implementation to determine whether the remote user has permission to delete the object being read.

#### 3.2.1. Use Case 1

##### 3.2.1.1. Request: Customer Profile Delete

A travel agency has a customer who has traveled often in the past. A customer profile was created for the customer many years ago in order to facilitate her bookings. Since the customer primarily traveled on NorthWest Airlines (NW), a profile was also created in the NW system. However, the customer has told the travel agent that she is now too old to travel and won't be making any more trips. Thus, the travel agent wants to delete the customer's profile from the NW system. The travel agent sends a delete request message to NW to delete the customer profile with the identification number of 0507-12345.

#### OTA\_DeleteRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_DeleteRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
  Version="1.002" SequenceNmbr="1">
  <UniqueId Type="1" ID="0507-12345"/>
  <POS>
    <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
      <RequestorID Type="5" ID="248954"/>
      <BookingChannel Type="1" Primary="1"/>
    </Source>
  </POS>
```

---

```
</OTA_DeleteRQ>
```

### 3.2.1.2. Response: Customer Profile Delete

A delete message is returned confirming that the customer profile has been deleted.

#### OTA\_DeleteRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_DeleteRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNbr="1">
  <Success/>
  <UniqueID Type="1" ID="0507-12345"/>
</OTA_DeleteRS>
```

## 3.3. OTA\_PingRQ/RS

The OTA Ping may be used for testing application connectivity by sending some specific text and determining if the receiving application is able to echo back that same text.

The free-text data that is passed in the request is expected to be echoed back in the response message.

### 3.3.1. Use Case 1

#### 3.3.1.1. Request: Testing The Application For Connectivity

A client application wishes to determine if the receiving application is in a functioning condition by sending a Ping message and testing the response for the correct echoed data. A test Ping message is sent, using “Are you there” as the test data.

#### OTA\_PingRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PingRQ.xsd" TimeStamp="2003-03-17T11:09:47-05:00" Target="Production" Version="1.001"
SequenceNbr="1">
  <EchoData> Are you there </EchoData>
</OTA_PingRQ>
```

#### 3.3.1.2. Response: Testing The Application For Connectivity

The application indicates that it is in a functioning state by returning the same test data.

---

## OTA\_PingRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PingRS.xsd" TimeStamp="2003-03-17T11:09:49-05:00" Target="Production" Version="1.001"
  SequenceNmbr="1">
  <Success/>
  <EchoData>Are you There</EchoData>
</OTA_PingRS>
```

### 3.4. OTA\_ReadRQ/OTA\_ResRetrieveRS

The Read infrastructure action defines an operation that opens an existing record and transmits information contained in that record. The Read operation enables the user to identify a particular record and retrieve its entire contents, to request a reservation when the booking id number is not known, to request a list of reservations for a traveler, and to request a list of travelers that meet specified criteria. In the Read request, it can be specified whether the reservation itself should be returned if an exact match is found or if a list of reservations should be always be returned.

The basic operation has the following steps:

- Requestor queries the database where the record resides by sending a Read request message with the record's unique identifier or with information such as traveler name, date of travel, loyalty number and/or other specified criteria.
- Responder returns the record or a list of reservations to the requestor.

The response to the OTA\_ReadRQ will vary based on the type of record(s) requested. The following are examples of the type of records requested and the possible message response:

Airline reservation – OTA\_AirBookRS, OTA\_ResRetrieveRS  
Package reservation – OTA\_PkgBookRS, OTA\_ResRetrieveRS  
Profile – OTA\_ProfileReadRS  
Hotel reservation – OTA\_HotelResRS, OTA\_ResRetrieveRS  
Rail reservation – OTA\_RailRetrieveRS  
Loyalty account – OTA\_LoyaltyAccountRS  
Insurance plan booking – OTA\_InsuranceBookRS

If an exact match of the reservation is not found or a list is requested, the OTA\_ResRetrieveRS message is returned with a list of reservations with enough additional information to help the requestor determine which reservation they wish to see. The requestor may then send another Read request with the reservation identifier to retrieve a specific reservation.

---

### 3.4.1. Use Case 1

#### 3.4.1.1. Request: Retrieve Reservation by Reservation Id

Minnie Mouse made an airline reservation through the electronic service provider BookNow to travel to Disneyland™. She leaves tomorrow and she can't remember her flight number or what time the plane leaves. She sits down at her computer and types in her reservation id and her name and phone number as verification information in order to get a display of her reservation. BookNow uses a global distribution system for a booking engine and to house its reservation files so it sends a Read request message to the GDS.

##### OTA\_ReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd" EchoToken="5553429" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNbr="1">
  <POS>
    <Source PseudoCityCode="ATL" ISOCountry="US" ERS_P_UserID="238940214">
      <RequestorID Type="13" ID="29567">
        <CompanyName CompanyShortName="BookNow"/>
      </RequestorID>
      <BookingChannel Type="7" Primary="1"/>
    </Source>
  </POS>
  <ReadRequests>
    <ReadRequest>
      <UniqueID Type="14" ID="7H39B4">
        <CompanyName CompanyShortName="DL"/>
      </UniqueID>
      <Verification>
        <PersonName>
          <GivenName>Minnie</GivenName>
          <Surname>Mouse</Surname>
        </PersonName>
        <TelephoneInfo PhoneTechType="1" CountryAccessCode="001" AreaCityCode="770"
        PhoneNumber="563-2891" PhoneUseType="3"/>
      </Verification>
    </ReadRequest>
  </ReadRequests>
</OTA_ReadRQ>
```

#### 3.4.1.2. Response: Air Reservation Returned

The reservation for Minnie Mouse is returned.

##### OTA\_AirBookRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirBookRS.xsd" EchoToken="5553429" TimeStamp="2003-03-17T09:30:47-05:03" Target="Production"
Version="2.001" SequenceNbr="1">
```



---

```

<Success/>
<AirReservation BookingReferenceID="7H39B4">
  <Airtinerary>
    <OriginDestinationOptions>
      <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-03-18T08:20:00" ArrivalDateTime="2003-03-
18T10:07:00" FlightNumber="1975" ResBookDesigCode="M" ActionCode="OK" NumberInParty="1">
          <DepartureAirport LocationCode="ATL"/>
          <ArrivalAirport LocationCode="LAX"/>
          <Equipment AirEquipType="763"/>
          <MarketingAirline Code="DL"/>
        </FlightSegment>
      </OriginDestinationOption>
      <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-03-25T09:30:00" ArrivalDateTime="2003-03-
25T16:41:00" FlightNumber="2074" ResBookDesigCode="M" ActionCode="OK" NumberInParty="1">
          <DepartureAirport LocationCode="LAX"/>
          <ArrivalAirport LocationCode="ATL"/>
          <Equipment AirEquipType="757"/>
          <MarketingAirline Code="DL"/>
        </FlightSegment>
      </OriginDestinationOption>
    </OriginDestinationOptions>
  </Airtinerary>
  <TravelerInfo>
    <AirTraveler PassengerTypeCode="ADT">
      <PersonName>
        <GivenName>Minnie</GivenName>
        <Surname>Mouse</Surname>
      </PersonName>
      <Telephone PhoneTechType="1" CountryAccessCode="001" AreaCityCode="770"
PhoneNumber="563-2891"/>
      <TravelerRefNumber RPH="1"/>
    </AirTraveler>
  </TravelerInfo>
  <BookingReferenceID Type="14" ID="7H39B4">
    <CompanyName Code="DL"/>
  </BookingReferenceID>
</AirReservation>
</OTA_AirBookRS>

```

### 3.4.2. Use Case 2

#### 3.4.2.1. Request: Retrieve Reservation by Passenger Name

A customer has sent a balance payment for a package holiday to the travel agent but has omitted to quote the booking reference. The travel agent can read only the first three letters of the customer's name: 'Smi' and the initial 'J'. The travel agent needs to see the traveler's booking record. The agent sends a retrieval request to the tour operator for all bookings made by this agency departing on 13 October 2004 for passengers whose name begins with 'SMI'.

#### OTA\_ReadRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd" EchoToken="7656" TimeStamp="2003-11-08T21:10:30" Target="Production"
Version="1.002" SequenceNbr="3" ReturnListIndicator="true">

```

---

```

<POS>
  <Source AgentSine="A1234">
    <RequestorID Type="4" ID="a1234"/>
    <BookingChannel Type="6"/>
  </Source>
</POS>
<ReadRequests>
  <PkgReadRequest Start="2004-10-13">
    <Name>
      <Surname>Smi</Surname>
    </Name>
  </PkgReadRequest>
</ReadRequests>
</OTA_ReadRQ>

```

### 3.4.2.2. Response: Reservation List Returned

A list is returned of two people whose name begin with ‘SMI’ and the initial J.

#### OTA\_ResRetrieveRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ResRetrieveRS.xsd" EchoToken="7656" TimeStamp="2003-11-08T21:10:30" Target="Production"
  Version="2.000" SequenceNbr="3">
  <Success/>
  <ReservationsList>
    <PackageReservation TravelCode="GAD20" TourCode="ADABA" Start="2004-10-13"
      Duration="P14D" ReservationStatusCode="1" ReservationStatus="Confirmed" Quantity="2">
      <UniqueID ID="AA12345" Instance="02" Type="6"/>
      <Name>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>J</GivenName>
        <Surname>Smith</Surname>
      </Name>
      <ArrivalLocation LocationCode="PMI">Palma Mallorca</ArrivalLocation>
      <DepartureLocation LocationCode="LGW">London Gatwick</DepartureLocation>
    </PackageReservation>
    <PackageReservation TravelCode="LCB30" TourCode="CBEGA" Start="2004-10-13"
      Duration="P7D" ReservationStatusCode="1" ReservationStatus="Confirmed" Quantity="4">
      <UniqueID ID="BC43567" Instance="02" Type="6"/>
      <Name>
        <NamePrefix>Mrs</NamePrefix>
        <GivenName>M</GivenName>
        <Surname>Smithers</Surname>
      </Name>
      <ArrivalLocation LocationCode="ACE">Arrecife</ArrivalLocation>
      <DepartureLocation LocationCode="LTN">Luton</DepartureLocation>
    </PackageReservation>
  </ReservationsList>
</OTA_ResRetrieveRS>

```

---

### 3.4.3. Use Case 3

#### 3.4.3.1. Request: Read Reservation

Brandon Wilson travels to Washington D.C. often during the year and he always stays at the Marriott Hotel in Tysons Corner, VA. He makes a number of his reservations at one time. He will be staying at the Marriott in December and can't remember if he has made a reservation for this stay. Brandon, via the Marriott internet site, requests to see his reservation for December.

##### OTA\_ReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ReadRQ.xsd" EchoToken="3229853" TimeStamp="2003-11-10T10:34:00" Target="Production"
  Version="1.002" SequenceNmbr="1" PrimaryLangID="en-us" ReturnListIndicator="0">
  <ReadRequests>
    <HotelReadRequest ChainName="Marriott">
      <CityName>Tysons Corner</CityName>
      <Airport LocationCode="IAD"/>
      <UserID Type="1" ID="421329" PinNumber="1207">
        <CompanyName CompanyShortName="Marriott"/>
      </UserID>
      <Verification>
        <PersonName>
          <GivenName>Brandon</GivenName>
          <Surname>Wilson</Surname>
        </PersonName>
        <ReservationTimeSpan Start="2003-12-01" End="2003-12-31"/>
      </Verification>
    </HotelReadRequest>
  </ReadRequests>
</OTA_ReadRQ>
```

#### 3.4.3.2. Response: Reservation List Returned

Since Brandon has not made a reservation for December, an exact match cannot be found for his request. The responder returns a list of all the reservations that it has for Brandon.

##### OTA\_ResRetrieveRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ResRetrieveRS.xsd" EchoToken="3229853" TimeStamp="2003-11-01T10:34:30" Target="Production"
  Version="2.000" SequenceNmbr="1" PrimaryLangID="en-us">
  <Success/>
  <ReservationsList>
    <HotelReservation>
      <RoomStays>
        <RoomStay>
          <GuestCounts>
```

---

```

    <GuestCount Count="1"/>
  </GuestCounts>
  <TimeSpan Start="2003-11-23" End="2003-11-26"/>
  <BasicPropertyInfo ChainCode="MA" HotelCode="WASTC" HotelName="Marriott Tysons
Corner">
    <Address>
      <CityName>Tysons Corner</CityName>
    </Address>
  </BasicPropertyInfo>
</RoomStay>
</RoomStays>
<ResGuests>
  <ResGuest>
    <Profiles>
      <ProfileInfo>
        <Profile>
          <Customer>
            <PersonName>
              <GivenName>Brandon</GivenName>
              <Surname>Wilson</Surname>
            </PersonName>
          </Customer>
        </Profile>
      </ProfileInfo>
    </Profiles>
  </ResGuest>
</ResGuests>
<ResGlobalInfo>
  <HotelReservationIDs>
    <HotelReservationID ResID_Type="10" ResID_Value="83428984"/>
  </HotelReservationIDs>
</ResGlobalInfo>
</HotelReservation>
<HotelReservation>
  <RoomStays>
    <RoomStay>
      <GuestCounts>
        <GuestCount Count="1"/>
      </GuestCounts>
      <TimeSpan Start="2004-01-06" End="2004-01-10"/>
      <BasicPropertyInfo ChainCode="MA" HotelCode="WASTC" HotelName="Marriott Tysons
Corner">
        <Address>
          <CityName>Tysons Corner</CityName>
        </Address>
      </BasicPropertyInfo>
    </RoomStay>
  </RoomStays>
</ResGuests>
  <ResGuest>
    <Profiles>
      <ProfileInfo>
        <Profile>
          <Customer>
            <PersonName>
              <GivenName>Brandon</GivenName>
              <Surname>Wilson</Surname>
            </PersonName>
          </Customer>
        </Profile>
      </ProfileInfo>
    </Profiles>
  </ResGuest>
</ResGuests>
<ResGlobalInfo>
  <HotelReservationIDs>

```

```

        <HotelReservationID ResID_Type="10" ResID_Value="80422743"/>
    </HotelReservationIDs>
</ResGlobalInfo>
</HotelReservation>
</ReservationsList>
</OTA_ResRetrieveRS>

```

### 3.4.4. Use Case 4

#### 3.4.4.1. Request: Retrieve Reservation by Frequent Flier Number

Paul Adams has booked an airline reservation through a travel agent. He needs to change his return flight so he calls his travel agent to make this change. Paul cannot remember his reservation id and cannot remember if he is departing on December 3<sup>rd</sup> or 4<sup>th</sup>. He gives his airline frequent flier number to the travel agent.

The travel agent sends a request to the airline with Paul's frequent flier number requesting that they return a list of all of the reservations that they have made for Paul.

#### OTA\_ReadRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ReadRQ.xsd" EchoToken="42348" TimeStamp="2003-12-17T09:30:47" Target="Production"
  Version="1.002" SequenceNmbr="1" PrimaryLangID="en-us" ReservationType="1">
  <ReadRequests>
    <AirReadRequest>
      <POS>
        <Source AgentSine="2342" PseudoCityCode="ATL" ISOCountry="US">
          <RequestorID Type="5" ID="12345678" ID_Context="IATA"/>
          <BookingChannel Type="5" Primary="1">
            <CompanyName Code="1P" CodeContext="IATA"/>
          </BookingChannel>
        </Source>
      </POS>
      <Name>
        <GivenName>Paul</GivenName>
        <Surname>Adams</Surname>
      </Name>
      <CustLoyalty ProgramID="DL" MembershipID="22A3896B2"/>
    </AirReadRequest>
  </ReadRequests>
</OTA_ReadRQ>

```

#### 3.4.4.2. Response: Reservation List Returned

The airline finds four reservations that were booked by the requesting travel agent for the requested frequent flier number. The list that is returned includes the reservation id, departure date, departure city and flight number for each reservation. Thus, the travel agent will be able to determine which reservation to request with a follow-up OTA\_ReadRQ that includes the reservation id.

## OTA\_ResRetrieveRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ResRetrieveRS.xsd" EchoToken="42348" TimeStamp="2003-12-17T09:30:49" Target="Production"
  Version="2.000" SequenceNbr="1" PrimaryLangID="en-us">
  <Success/>
  <ReservationsList>
    <AirReservation BookingReferenceID="64H32X" DateBooked="2003-10-25T10:30:00">
      <FlightSegment DepartureDateTime="2003-11-13T09:00:00" ArrivalDateTime="2003-11-
13T10:41:00" FlightNumber="1975">
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="LAX"/>
        <MarketingAirline Code="DL"/>
      </FlightSegment>
    </AirReservation>
    <AirReservation BookingReferenceID="9E20KM" DateBooked="2003-11-01T08:30:00">
      <FlightSegment DepartureDateTime="2003-11-22T10:07:00" ArrivalDateTime="2003-11-
22T11:16:00" FlightNumber="1133">
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="GSO"/>
        <MarketingAirline Code="DL"/>
      </FlightSegment>
    </AirReservation>
    <AirReservation BookingReferenceID="452L38" DateBooked="2003-11-14T20:30:00">
      <FlightSegment DepartureDateTime="2003-12-03T18:10:00" ArrivalDateTime="2003-12-
04T06:55:00" FlightNumber="12">
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="LGW"/>
        <MarketingAirline Code="DL"/>
      </FlightSegment>
    </AirReservation>
    <AirReservation BookingReferenceID="85U36X" DateBooked="2003-11-25T13:02:00">
      <FlightSegment DepartureDateTime="2003-12-24T19:10:00" ArrivalDateTime="2003-12-
24T21:29:00" FlightNumber="197">
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="SEA"/>
        <MarketingAirline Code="DL"/>
      </FlightSegment>
    </AirReservation>
  </ReservationsList>
</OTA_ResRetrieveRS>
```

### 3.4.5. Use Case 5

#### 3.4.5.1. Request: Retrieve List of Passengers

An airline has an irregular operation on flight 215 on November 12 and the flight departure will be delayed by 4 hours. The airline wants to make sure that all of their top-level frequent fliers are notified of this delay. The airline queries their system requesting a list of passengers on flight 215 on November 12 that are top-level frequent fliers.

## OTA\_ReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
```

---

```

OTA_ReadRQ.xsd" EchoToken="34289" TimeStamp="2003-11-12T06:30:47" Target="Production"
Version="1.002" SequenceNmbr="1" PrimaryLangID="en-us" ReservationType="1" ReturnListIndicator="1">
  <ReadRequests>
    <AirReadRequest IncludeFF_EquivPartnerLev="1" FF_RequestCriteria="ReturnLevelAndAbove">
      <POS>
        <Source PseudoCityCode="ATL" AgentDutyCode="SU">
          <RequestorID Type="6" ID="712639"/>
        </Source>
      </POS>
      <FlightNumber>212</FlightNumber>
      <DepartureAirport LocationCode="LAX"/>
      <DepartureDate>2003-11-12</DepartureDate>
      <CustLoyalty LoyalLevel="Gold"/>
    </AirReadRequest>
  </ReadRequests>
</OTA_ReadRQ>

```

### 3.4.5.2. Response: List of Passengers Returned

A list of all passengers matching the input criteria is returned along with each passenger's booking reference id.

#### OTA\_ResRetrieveRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ResRetrieveRS.xsd" EchoToken="34289" TimeStamp="2003-11-12T06:30:48" Target="Production"
Version="2.000" SequenceNmbr="1" PrimaryLangID="en-us">
  <Success/>
  <ReservationsList>
    <AirReservation BookingReferenceID="4809H1">
      <TravelerName>
        <GivenName>William</GivenName>
        <Surname>Apple</Surname>
      </TravelerName>
    </AirReservation>
    <AirReservation BookingReferenceID="96TB20">
      <TravelerName>
        <GivenName>M</GivenName>
        <Surname>Grape</Surname>
      </TravelerName>
    </AirReservation>
    <AirReservation BookingReferenceID="219J09">
      <TravelerName>
        <GivenName>Susan</GivenName>
        <Surname>Banana</Surname>
      </TravelerName>
    </AirReservation>
    <AirReservation BookingReferenceID="631R59">
      <TravelerName>
        <GivenName>John</GivenName>
        <Surname>Tomato</Surname>
      </TravelerName>
    </AirReservation>
    <AirReservation BookingReferenceID="C84Q20">
      <TravelerName>
        <GivenName>Steven</GivenName>
        <Surname>Crabapple</Surname>
      </TravelerName>
    </AirReservation>
  </ReservationsList>
</OTA_ResRetrieveRS>

```

---

```
<AirReservation BookingReferenceID="052D37">
  <TravelerName>
    <GivenName>Betty</GivenName>
    <Surname>Orange</Surname>
  </TravelerName>
</AirReservation>
<AirReservation BookingReferenceID="7Y30P1">
  <TravelerName>
    <GivenName>Jonathan</GivenName>
    <Surname>Lettuce</Surname>
  </TravelerName>
</AirReservation>
</ReservationsList>
</OTA_ResRetrieveRS>
```

### 3.5. OTA\_UpdateRQ/RS

The Update infrastructure action defines an operation that opens an existing record, identifies the information that needs changing, then transmits data corresponding to the appropriate elements in the tree, and adds or replaces that data in the record.

Because Update operations are more complex and can affect parts of the record rather than the entire record, handling update messages generally can be more difficult. As a result, two approaches to updating records are defined in this specification.

The goals considered in the design of the Update operation include:

- Minimizing the size of a payload on the wire to represent an update transaction
- Defining an explicit representation about what has changed
- Defining a representation with a clear and simple conceptual model
- Creating a representation that is content-independent and general-purpose in nature so as to be reusable throughout future OTA specifications
- Providing a simple-to-implement "replace" option to allow developers to get simpler implementations running quickly - at the expense of the first 2 goals (representation of change and size of message) above

Because data to be modified may be stored in a database and not in an XML document format, it may not be possible to reconstruct the original document that transmitted the data. Therefore, it is recommended that implementations utilizing the partial update process perform a Read request to obtain the structure of the XML tree prior to constructing an Update request.



---

### 3.5.1. Use Case 1

#### 3.5.1.1. Request: Updating a Customer Profile

Ms. Sims works in the corporate travel office of XYZ Company. One of her responsibilities is to maintain, in Worldspan's system, the profiles of the XYZ employees who travel on business. One of the employees no longer uses a PO Box and his zip code has changed. Ms. Sims needs to get this information changed in his customer profile. Ms. Sims sends an update message to Worldspan requesting that the PO Box for the customer profile with the identification number of 0507-23456 be deleted and that the zip code be updated.

#### OTA\_UpdateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_UpdateRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
  Version="1.002" SequenceNbr="1">
  <UniqueID Type="21" ID="0507-23456"/>
  <POS>
    <Source>
      <RequestorID Type="3" ID="349652">
        <CompanyName CompanyShortName="Worldspan"/>
      </RequestorID>
    </Source>
  </POS>
  <Position XPath="/Profile/Customer/Address/StreetNmbr">
    <Attribute Operation="delete" Name="PO_Box"/>
  </Position>
  <Position XPath="/Profile/Customer/Address/PostalCode">
    <Element Operation="insert" Child="30067"/>
  </Position>
</OTA_UpdateRQ>
```

#### 3.5.1.2. Response: Confirm Success of Update

An update message is returned confirming that the customer profile has been updated.

#### OTA\_UpdateRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_UpdateRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
  Version="1.001" SequenceNbr="1">
  <Success/>
  <UniqueID Type="21" ID="0507-23456"/>
</OTA_UpdateRS>
```

---

## Section 4—Air Messages

### 4.1. OTA\_AirAvailRQ/RS

This specification addresses the structure and elements of requests and responses for airline flight availability and point of sale information. The Availability Request message requests flight availability for a city pair on a specific date for a specific number and type of passengers. The request can also be narrowed to request availability for a specific airline, flight or booking class on a flight, all for a specific date. Optional request information can include:

- Time / Time Window
- Connecting cities
- Client Preferences (airlines, cabin, flight types etc.)

The Availability Response message contains flight availability for a city pair on a specific date. A set of origin and destination options is returned, each of which contains one or more (connecting) flights that serve the city pair. For each flight the following information is returned:

- Origin and destination airports
- Departure and arrival date/times
- Booking Class availability
- Equipment
- Meal Information
- Codeshare information.

#### 4.1.1. Use Case 1

##### 4.1.1.1. Request: Air Availability

Bob is planning a trip for his wife and child to fly from London to Los Angeles. He would like to depart on August 13 and prefers a non-stop flight, but if he has to make a stopover, he prefers that there be a maximum of one stopover. He also would like to fly on a 757 and have his tickets mailed to him. He wants to fly economy class. Bob requests availability on flights from London to Los Angeles on August 13.

#### OTA\_AirAvailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirAvailRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
```

---

```

OTA_AirAvailRQ.xsd" EchoToken="12345" TimeStamp="2003-07-17T09:30:47-05:00" Target="Production"
Version="2.001" SequenceNmbr="1" PrimaryLangID="en-us" MaxResponses="10" DirectFlightsOnly="false">
  <POS>
    <Source AgentSine="BSIA1234PM" PseudoCityCode="2U8" ISOCountry="US" ISOCurrency="USD">
      <RequestorID URL="http://www.//provider1.org" Type="5" ID="12345">
</RequestorID>
    </Source>
  </POS>
  <OriginDestinationInformation>
    <DepartureDateTime>2003-08-13</DepartureDateTime>
    <OriginLocation LocationCode="LHR"/>
    <DestinationLocation LocationCode="LAX"/>
  </OriginDestinationInformation>
  <TravelPreferences SmokingAllowed="false" MaxStopsQuantity="1">
    <FlightTypePref PreferLevel="Preferred" FlightType="Nonstop"/>
    <EquipPref AirEquipType="757"/>
    <CabinPref PreferLevel="Preferred" Cabin="Economy"/>
    <TicketDistribPref PreferLevel="Only" DistribType="3"/>
  </TravelPreferences>
  <TravelerInfoSummary>
    <AirTravelerAvail>
      <PassengerTypeQuantity Code="ADT" Quantity="2"/>
      <PassengerTypeQuantity Code="CNN" Quantity="1"/>
    </AirTravelerAvail>
  </TravelerInfoSummary>
</OTA_AirAvailRQ>

```

#### 4.1.1.2. Response: Available Flights Returned

Bob receives information on two possibilities, one a non-stop flight and the other a connecting flight through New York. Along with providing information on the availability of the different booking classes, the response gives him meal information, equipment type, on time percentage and other helpful information.

#### OTA\_AirAvailRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_AirAvailRS.xsd"
EchoToken="12354" TimeStamp="2003-07-17T09:30:47-05:00" Target="Production" Version="1.002"
SequenceNmbr="1">
  <Success/>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-08-13T10:30:00" ArrivalDateTime="2003-08-
13T11:14:00" StopQuantity="0" FlightNumber="212" JourneyDuration="P0Y0M0DT12H30M"
SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
        <DepartureAirport LocationCode="LHR"/>
        <ArrivalAirport LocationCode="LAX"/>
        <Equipment AirEquipType="744" ChangeofGauge="false"/>
        <MarketingAirline CompanyShortName="BA"/>
        <MarketingCabin CabinType="First" RPH="1">
          <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Business" RPH="2">
          <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Economy" RPH="3">
          <Meal MealCode="L"/>
        </MarketingCabin>
        <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="5" RPH="1"/>
        <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="8" RPH="2"/>
      </FlightSegment>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</OTA_AirAvailRS>

```

---

```

        <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
        <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="5" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="3" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="3" RPH="3"/>
    </FlightSegment>
</OriginDestinationOption>
<OriginDestinationOption>
    <FlightSegment DepartureDateTime="2003-08-13T10:20:00" ArrivalDateTime="2003-08-
13T11:13:00" StopQuantity="0" FlightNumber="112" JourneyDuration="P0Y0M0DT12H33M"
SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
        <DepartureAirport LocationCode="LHR"/>
        <ArrivalAirport LocationCode="LAX"/>
        <Equipment AirEquipType="777" ChangeofGauge="false"/>
        <MarketingAirline CompanyShortName="UA"/>
        <MarketingCabin CabinType="First" RPH="1">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Business" RPH="2">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Economy" RPH="3">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="7" RPH="1"/>
        <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="7" RPH="2"/>
        <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
        <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="6" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="4" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="4" RPH="3"/>
    </FlightSegment>
</OriginDestinationOption>
<OriginDestinationOption>
    <FlightSegment DepartureDateTime="2003-08-13T09:30:00" ArrivalDateTime="2003-08-
13T11:35:00" StopQuantity="0" FlightNumber="22" JourneyDuration="P0Y0M0DT6H30M"
SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
        <DepartureAirport LocationCode="LHR"/>
        <ArrivalAirport LocationCode="JFK"/>
        <Equipment AirEquipType="767" ChangeofGauge="false"/>
        <MarketingAirline CompanyShortName="BA"/>
        <MarketingCabin CabinType="First" RPH="1">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Business" RPH="2">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <MarketingCabin CabinType="Economy" RPH="3">
            <Meal MealCode="L"/>
        </MarketingCabin>
        <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="4" RPH="1"/>
        <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="8" RPH="2"/>
        <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
        <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="7" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="7" RPH="3"/>
        <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="6" RPH="3"/>
    </FlightSegment>
    <FlightSegment DepartureDateTime="2003-08-13T14:00:00" ArrivalDateTime="2003-08-
13T16:35:00" StopQuantity="0" FlightNumber="4632" JourneyDuration="P0Y0M0DT4H30M"
SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
        <DepartureAirport LocationCode="JFK"/>
        <ArrivalAirport LocationCode="LAX"/>
        <OperatingAirline Code="US"/>
        <Equipment AirEquipType="744" ChangeofGauge="false"/>
        <MarketingAirline CompanyShortName="BA"/>

```

---

```

    <MarketingCabin CabinType="Business" RPH="1">
      <Meal MealCode="L"/>
    </MarketingCabin>
    <MarketingCabin CabinType="Economy" RPH="2">
      <Meal MealCode="S"/>
    </MarketingCabin>
    <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="4" RPH="2"/>
    <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="6" RPH="2"/>
    <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="1" RPH="3"/>
    <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="8" RPH="3"/>
    <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="6" RPH="3"/>
    <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="6" RPH="3"/>
  </FlightSegment>
</OriginDestinationOption>
</OriginDestinationOptions>
</OTA_AirAvailRS>

```

## 4.2. OTA\_AirBookRQ/RS

The Book Request message requests to book a specific itinerary for one or more identified passengers. The message contains optional pricing information, allowing the booking class availability and pricing to be rechecked as part of the booking process.

Optional request information can include:

- Seat and meal requests
- Special Service Requests (SSR), Other Service Information (OSI), Remarks
- Fulfillment information—payment, delivery details, type of ticket desired

If the booking was successful, the Book Response message contains the itinerary (including the directional indicator, status of the booking, and number of passengers), passenger and pricing information sent in the request, along with a booking reference number (PNR Locator) and ticketing information.

### 4.2.1. Use Case 1

#### 4.2.1.1. Request: Air Book

John Smith wants to fly from Washington D.C. to San Diego on American Airlines flight 150 on December 12 and return on flight 151 on December 14. He wants to book in Q class and also would like to be assigned seat 14C. He will need wheelchair assistance on the flight to San Diego and wants his ticket to be an e-ticket. John's travel agent makes a request on his behalf to book the two flights.

#### OTA\_AirBookRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_AirBookRQ.xsd"
  EchoToken="456789" TimeStamp="2003-08-17T09:30:47-05:00" Target="Production" Version="2.001"
  SequenceNmbr="1" PrimaryLangID="en-us">

```

---

```

<POS>
  <Source AgentSine="BSIA1234PM/GS" PseudoCityCode="DFW" ISOCountry="US"
  ISOCurrency="USD" AirlineVendorID="AA" AirportCode="IAD">
    <RequestorID URL="http://provider1.org/OTAEngine" Type="14" ID="0507G4325"/>
    <BookingChannel Type="1" Primary="1"/>
  </Source>
</POS>
<Airtinerary>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-12-12T09:00:00" FlightNumber="150"
      ResBookDesignCode="Q" NumberInParty="1">
        <DepartureAirport LocationCode="IAD"/>
        <ArrivalAirport LocationCode="SAN"/>
        <MarketingAirline Code="AA"/>
      </FlightSegment>
      <FlightSegment DepartureDateTime="2003-12-14T12:40:00" FlightNumber="151"
      ResBookDesignCode="Q" NumberInParty="1">
        <DepartureAirport LocationCode="SAN"/>
        <ArrivalAirport LocationCode="IAD"/>
        <MarketingAirline Code="AA"/>
      </FlightSegment>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</Airtinerary>
<TravelerInfo>
  <AirTraveler PassengerTypeCode="ADT">
    <ProfileRef>
      <UniqueID URL="http://www.usda.gov" Type="21" Instance="1999-02- 28T09:13:53"
      ID="ID12345"/>
    </ProfileRef>
    <PersonName>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>John</GivenName>
      <Surname>Smith</Surname>
      <NameTitle>M.D.</NameTitle>
    </PersonName>
    <Telephone AreaCityCode="703" PhoneNumber="555-5555"/>
    <Email EmailType="1">johnsmith@home.com </Email>
    <Address>
      <AddressLine>12 Main Street</AddressLine>
      <CityName>Dallas</CityName>
      <PostalCode>75000</PostalCode>
      <StateProv StateCode="TX"/>
      <CountryName Code="US"/>
    </Address>
    <CustLoyalty ProgramID="AA" MembershipID="Q56GTF"/>
    <Document DocIssueAuthority="US Passport Office" DocIssueLocation="Dallas"
    DocID="T056736" DocType="2" Gender="Male" BirthDate="1967-08-13" EffectiveDate="1997-08-13"
    ExpireDate="2007-08-13">
      <DocHolderName>John Smith</DocHolderName>
    </Document>
    <TravelerRefNumber/>
  </AirTraveler>
  <SpecialReqDetails>
    <SeatRequests>
      <SeatRequest SeatNumber="14C" TravelerRefNumberRPHList="1"
      FlightRefNumberRPHList="1">
        </SeatRequest>
      </SeatRequests>
      <SpecialServiceRequests>
        <SpecialServiceRequest SSRCode="WCHR" TravelerRefNumberRPHList="1"
        FlightRefNumberRPHList="1">
          <Airline> CompanyShortName="AA"</Airline>
        </SpecialServiceRequest>
      </SpecialServiceRequests>
    </SpecialReqDetails>
  </Airtinerary>

```

```

    </SpecialReqDetails>
  </TravelerInfo>
  <Ticketing TicketType="eTicket"/>
</OTA_AirBookRQ>

```

#### 4.2.1.2. Response: Air Book Confirmation

The travel agent receives a response that echoes back the information sent in the request and also returns the American Airline booking reference and a date by which time the booking must be ticketed.

##### OTA\_AirBookRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_AirBookRS.xsd"
  EchoToken="456789" TimeStamp="2003-08-17T09:30:47-05:00" Target="Production" Version="2.001"
  SequenceNbr="1" PrimaryLangID="en-us">
  <Success/>
  <AirReservation>
    <Airtinerary DirectionInd="Circle">
      <OriginDestinationOptions>
        <OriginDestinationOption>
          <FlightSegment DepartureDateTime="2003-12-12T09:00:00" ArrivalDateTime="2003-12-
12T14:35:00" RPH="1" FlightNumber="150" ResBookDesigCode="Q" ActionCode="OK" NumberInParty="1">
            <DepartureAirport LocationCode="IAD"/>
            <ArrivalAirport LocationCode="SAN"/>
            <Equipment AirEquipType="767"/>
            <MarketingAirline Code="AA"/>
          </FlightSegment>
        </OriginDestinationOption>
        <OriginDestinationOption>
          <FlightSegment DepartureDateTime="2003-12-14T12:40:00" ArrivalDateTime="2003-12-
14T14:35:00" RPH="2" FlightNumber="151" ResBookDesigCode="Q" ActionCode="OK" NumberInParty="1">
            <DepartureAirport LocationCode="SAN"/>
            <ArrivalAirport LocationCode="IAD"/>
            <Equipment AirEquipType="767"/>
            <MarketingAirline Code="AA"/>
          </FlightSegment>
        </OriginDestinationOption>
      </OriginDestinationOptions>
    </Airtinerary>
    <TravelerInfo>
      <AirTraveler PassengerTypeCode="ADT">
        <ProfileRef>
          <UniqueID URL="http://www.usda.gov" Type="21" Instance="1999-02- 28T09:13:53"
ID="ID12345"/>
        </ProfileRef>
        <PersonName>
          <NamePrefix>Mr</NamePrefix>
          <GivenName>John</GivenName>
          <Surname>Smith</Surname>
          <NameTitle>M.D.</NameTitle>
        </PersonName>
        <Telephone AreaCityCode="703" PhoneNumber="555-5555"/>
        <Email EmailType="1">johnsmith@home.com </Email>
        <Address>
          <AddressLine>12 Main Street</AddressLine>
          <CityName>Dallas</CityName>
          <PostalCode>75000</PostalCode>
          <StateProv StateCode="TX"/>
          <CountryName Code="US"/>
        </Address>
      </AirTraveler>
    </TravelerInfo>
  </AirReservation>
</OTA_AirBookRS>

```

---

```

        </Address>
        <CustLoyalty ProgramID="AA" MembershipID="Q56GTF"/>
        <Document DocIssueAuthority="US Passport Office" DocIssueLocation="Dallas"
DocID="T056736" DocType="2" Gender="Male" BirthDate="1967-08-13" EffectiveDate="1997-08-13"
ExpireDate="2007-08-13">
            <DocHolderName>John Smith</DocHolderName>
        </Document>
        <TravelerRefNumber/>
    </AirTraveler>
    <SpecialReqDetails>
        <SeatRequests>
            <SeatRequest SeatNumber="14C" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
                </SeatRequest>
            </SeatRequests>
            <SpecialServiceRequests>
                <SpecialServiceRequest SSRCode="WCHR" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
                    <Airline> CompanyShortName="AA"</Airline>
                </SpecialServiceRequest>
            </SpecialServiceRequests>
        </SpecialReqDetails>
    </TravelerInfo>
    <Ticketing TicketType="eTicket" TicketTimeLimit="2003-09-10T00:00:00"/>
</AirReservation>
</OTA_AirBookRS>

```

### 4.3. OTA\_AirFlifoRQ/RS

The AirFlifo message is a request for updated information on the operation of a specific airline flight. The request requires the airline, flight number and departure date. The departure and arrival airport locations can be also be included.

The AirFlifo response includes real-time flight departure and arrival information. The following flight operation data is included in the response:

- Departure airport
- Arrival airport
- Marketing and operating airline names, when applicable
- Flight number
- Type of equipment
- Status of current operation
- Reason for delay or cancellation
- Airport location for diversion of flight
- Current departure and arrival date and time
- Scheduled departure and arrival date and time
- Duration of flight
- Flight mileage
- Baggage claim location



---

#### 4.3.1. Use Case 1

##### 4.3.1.1. Request: Air Flight Information

John Smith has to pickup Mike Jones at the Atlanta airport. Mr. Jones is arriving on Delta flight 1644 from Indianapolis. Prior to leaving for the airport, John uses his office computer to check to see if the flight is on time.

###### OTA\_AirFlifoRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirFlifoRQ.xsd" EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
  Version="1.002" SequenceNbr="1">
  <Airline Code="DL"/>
  <FlightNumber>1644</FlightNumber>
  <DepartureDate>2003-04-01</DepartureDate>
</OTA_AirFlifoRQ>
```

##### 4.3.1.2. Response: Air Flight Information

In response to John's request, Delta provides arrival information on Delta flight 1644. John determines that the flight is running 4 minutes early and is due to arrive in Atlanta at 10:26am. John is now able to determine when he needs to leave to pickup Mike.

###### OTA\_AirFlifoRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
  Version="1.002" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirFlifoRS.xsd">
  <Success/>
  <FlightInfoDetails TotalFlightTime="PT3H38M" TotalMiles="734">
    <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H33M" LegDistance="432">
      <DepartureAirport LocationCode="IND"/>
      <ArrivalAirport LocationCode="ATL" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
      <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
      <DepartureDateTime Scheduled="2003-04-01T08:30:00" Actual="2003-04-01T08:30:00"/>
      <ArrivalDateTime Scheduled="2003-04-01T10:30:00" Estimated="2003-04-01T10:26:00"/>
    </FlightLegInfo>
    <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H13M" LegDistance="302">
      <DepartureAirport LocationCode="ATL"/>
      <ArrivalAirport LocationCode="MOB" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
      <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
      <DepartureDateTime Scheduled="2003-04-01T12:55:00"/>
      <ArrivalDateTime Scheduled="2003-04-01T01:08:00"/>
    </FlightLegInfo>
  </FlightInfoDetails>
</OTA_AirFlifoRS>
```

---

### 4.3.2. Use Case 2

#### 4.3.2.1. Request: Air Flight Information Notification

Tim Johnson has to catch Delta flight 1716 from Atlanta to Minneapolis for a very important meeting. Due to weather conditions in Minneapolis, he wishes to be notified of his flight status. He uses his office computer to register for flight notifications. He elects to receive the notifications via his pager.

(AirFlifo messages provide the foundation for Flight Notifications. The above preferences could be held in an intelligent application that would send the AirFlifoRQ to a system and use an AirFlifoRS to determine if a customer should be sent a notification.)

#### OTA\_AirFlifoRQ-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRQ.xsd" EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.002" SequenceNbr="1">
  <Airline Code="DL"/>
  <FlightNumber>1716</FlightNumber>
  <DepartureDate>2003-04-15</DepartureDate>
  <DepartureAirport LocationCode="ATL"/>
  <ArrivalAirport LocationCode="MSP"/>
</OTA_AirFlifoRQ>
```

#### 4.3.2.2. Response: Wireless

In response to Tim Johnson's request, Delta sends a notification to his pager prior to his departure. This message advises him that flight 1716 from Atlanta to Minneapolis is on time and is departing at 8:05a.m.

#### OTA\_AirFlifoRS-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.002" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRS.xsd">
  <Success/>
  <FlightInfoDetails TotalFlightTime="PT2H38M" TotalMiles="907">
    <FlightLegInfo FlightNumber="1716" JourneyDuration="PT2H38M" LegDistance="907">
      <DepartureAirport LocationCode="ATL"/>
      <ArrivalAirport LocationCode="MSP" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
      <Equipment AirEquipType="738">Boeing 737-800</Equipment>
      <DepartureDateTime Scheduled="2003-04-15T08:05:00"/>
      <ArrivalDateTime Scheduled="2003-04-15T09:43:00" Estimated="2003-04-15T09:43:00"/>
    </FlightLegInfo>
  </FlightInfoDetails>
</OTA_AirFlifoRS>
```

---

## 4.4. OTA\_AirDetailsRQ/RS

The Air Details Request message requests flight leg and codeshare information for a specific flight on a specific date between a city pair.

The Air Details Response message contains airline, arrival and departure times, equipment, meal, and duration information (total and ground) for each leg of a flight. It also contains codeshare information, on time percentage, and electronic ticketing eligibility.

### 4.4.1. Use Case 1

#### 4.4.1.1. Request: Air Details

A passenger wants to find out the details of a flight he wants to book. The passenger's travel agent sends a request for the details of flight DL194.

#### OTA\_AirDetailsRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirDetailsRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirDetailsRQ.xsd" EchoToken="533675" TimeStamp="2003-10-17T09:30:47-05:00"
  Target="Production" Version="1.002" SequenceNmbr="1">
  <POS>
    <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
      <RequestorID Type="5" ID="248954"/>
      <BookingChannel Type="1" Primary="1"/>
    </Source>
  </POS>
  <Airline Code="DL"/>
  <FlightNumber>194</FlightNumber>
  <DepartureAirport LocationCode="ATL">
  </DepartureAirport>
  <ArrivalAirport LocationCode="BOS">
  </ArrivalAirport>
  <DepartureDate>2003-12-13</DepartureDate>
</OTA_AirDetailsRQ>
```

#### 4.4.1.2. Response: Flight Details

A response is received from the airline that gives details on the total flight time, mileage, departure and arrival times, on time performance, equipment type, and meals served.

#### OTA\_AirDetailsRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirDetailsRS EchoToken="String" TimeStamp="2001-12-17T09:30:47-05:00"
  Target="Production" Version="1.002" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_AirDetailsRS.xsd">
  <Success/>
  <FlightDetails TotalFlightTime="PT2H25M" TotalMiles="946">
```

---

```

    <FlightLegDetails SequenceNumber="0" FlightNumber="194" JourneyDuration="PT2H25M"
OnTimeRate="97.00" DepartureDateTime="2003-11-07T09:38:00-05:00" ArrivalDateTime="2003-
11-07T12:03:00-05:00">
    <DepartureAirport LocationCode="ATL" CodeContext="IATA"/>
    <ArrivalAirport LocationCode="BOS" CodeContext="IATA"/>
    <MarketingAirline CompanyShortName="Delta Airlines" TravelSector="1" Code="DL"/>
    <Equipment AirEquipType="736" ChangeofGauge="false"/>
    <Comment Language="en-us">String</Comment>
    <MarketingCabinAvailability CabinType="First">
        <Meal MealCode="Breakfast"/>
    </MarketingCabinAvailability>
    </FlightLegDetails>
</FlightDetails>
</OTA_AirDetailsRS>

```

## 4.5. OTA\_AirLowFareSearchRQ/RS

The Low Fare Search Request message requests priced itinerary options for flights between specific city pairs on certain dates for specific numbers and types of passengers. Optional request information can include:

- Time / Time Window
- Connecting cities.
- Client Preferences (airlines, cabin, flight types etc.)
- Flight type (nonstop or direct)
- Number of itinerary options desired

The Low Fare Search Response message contains a number of ‘Priced Itinerary’ options. Each includes:

- A set of available flights matching the client’s request.
- Pricing information including taxes and full fare breakdown for each passenger type
- Ticketing information—ticket advisory information and ticketing time limits.
- Fare basis codes and the information necessary to make a rules entry.

### 4.5.1. Use Case 1

#### 4.5.1.1. Request: Air Low Fare Search

Sam Jones is starting to plan his summer vacation to the Grand Canyon. He will be departing from Washington Dulles International Airport, and flying into Flagstaff, AZ. Since he is planning to go in June and it is only November, he does not want to make a financial commitment yet. However, he is willing to

hold reservations for his trip. He does not want any fares returned that require ticket restrictions after reservations are made. He also knows he wants to spend at least 2 weeks at his destination, so he does not want any fares returned with maximum stays less than 14 days. Once the ticket is purchased there should be no changes in these plans.

Sam accesses a travel website and sends a message requesting flights from Washington Dulles to Flagstaff, AZ for travel in June. His message also gives specifics concerning the type of fares in which he is interested.

#### OTA\_AirLowFareSearchRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirLowFareSearchRQ EchoToken="50987" TimeStamp="2003-11-19T19:44:10-05:00"
Target="Production" SequenceNmbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirLowFareSearchRQ.xsd" Version="2.001">
  <POS>
    <Source>
      <RequestorID Type="13" ID="01235"/>
    </Source>
  </POS>
  <OriginDestinationInformation>
    <DepartureDateTime>2004-06-05T10:00:00-05:00</DepartureDateTime>
    <OriginLocation LocationCode="IAD"/>
    <DestinationLocation LocationCode="FLG"/>
  </OriginDestinationInformation>
  <OriginDestinationInformation>
    <DepartureDateTime>2004-06-27T10:00:00-05:00</DepartureDateTime>
    <OriginLocation LocationCode="FLG"/>
    <DestinationLocation LocationCode="IAD"/>
  </OriginDestinationInformation>
  <TravelPreferences>
    <FareRestrictPref>
      <AdvResTicketing AdvTicketingInd="false">
        <AdvTicketing/>
      </AdvResTicketing>
      <StayRestrictions StayRestrictionsInd="true">
        <MinimumStay />
        <MaximumStay MaxStay="14" StayUnit="Days"/>
      </StayRestrictions>
    </FareRestrictPref>
  </TravelPreferences>
  <TravelerInfoSummary>
    <AirTravelerAvail>
      <PassengerTypeQuantity Code="ADT" Quantity="1"/>
    </AirTravelerAvail>
  </TravelerInfoSummary>
</OTA_AirLowFareSearchRQ>
```

#### 4.5.1.2. Response: Air Low Fare Search

The response returns three pricing options with fare amounts and fare rule information.

## OTA\_AirLowFareSearchRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRS EchoToken="53468" TimeStamp="2003-11-19T19:44:17-05:00"
  Target="Production" SequenceNmbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
  OTA_AirLowFareSearchRS.xsd" Version="2.001">
  <Success/>
  <PricedItineraries>
    <PricedItinerary SequenceNumber="1">
      <AirtineraryPricingInfo>
        <ItinTotalFare>
          <BaseFare Amount="256.75" CurrencyCode="USD"/>
          <TotalFare Amount="285.00" CurrencyCode="USD"/>
        </ItinTotalFare>
        <FareInfos>
          <FareInfo>
            <FareReference>"K"</FareReference>
            <RuleInfo>
              <ResTicketingRules>
                <AdvResTicketing AdvTicketingInd="true">
                  <AdvTicketing FromDepartPeriod="21" FromDepartUnit="Days"/>
                </AdvResTicketing>
              </ResTicketingRules>
              <LengthOfStayRules>
                <MinimumStay MinStay="14" StayUnit="Days"/>
                <MaximumStay Return Type="C" MaxStay="30" StayUnit="Days"/>
              </LengthOfStayRules>
              <ChargesRules>
                <VoluntaryChanges VolChangeInd="true">
                  <Penalty Percent="100"/>
                </VoluntaryChanges>
              </ChargesRules>
            </RuleInfo>
            <FilingAirline>HP</FilingAirline>
            <DepartureAirport LocationCode="IAD"/>
            <ArrivalAirport LocationCode="FLG"/>
          </FareInfo>
          <FareInfo>
            <FareReference>"H"</FareReference>
            <RuleInfo>
              <ResTicketingRules>
                <AdvResTicketing AdvTicketingInd="true">
                  <AdvTicketing FromDepartPeriod="21" FromDepartUnit="Days"/>
                </AdvResTicketing>
              </ResTicketingRules>
              <LengthOfStayRules>
                <MinimumStay MinStay="14" StayUnit="Days"/>
                <MaximumStay Return Type="C" MaxStay="30" StayUnit="Days"/>
              </LengthOfStayRules>
              <ChargesRules>
                <VoluntaryChanges VolChangeInd="true">
                  <Penalty Percent="100"/>
                </VoluntaryChanges>
              </ChargesRules>
            </RuleInfo>
            <FilingAirline>HP</FilingAirline>
            <DepartureAirport LocationCode="FLG"/>
            <ArrivalAirport LocationCode="IAD"/>
          </FareInfo>
        </FareInfos>
      </AirtineraryPricingInfo>
    </PricedItinerary>
    <PricedItinerary SequenceNumber="2">
```

---

```

<AirtineraryPricingInfo>
  <ItinTotalFare>
    <BaseFare Amount="337.46" CurrencyCode="USD" />
    <TotalFare Amount="375.00" CurrencyCode="USD" />
  </ItinTotalFare>
  <FareInfos>
    <FareInfo>
      <FareReference> "Q" </FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="true">
            <AdvTicketing FromDepartPeriod="14" FromDepartUnit="Days"/>
          </AdvResTicketing>
        </ResTicketingRules>
        <LengthOfStayRules>
          <MinimumStay MinStay="7" StayUnit="Days"/>
          <MaximumStay Return Type="C" MaxStay="14" StayUnit="Days"/>
        </LengthOfStayRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="true">
            <Penalty Percent="50"/>
          </VoluntaryChanges>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>NW</FilingAirline>
      <DepartureAirport LocationCode="IAD"/>
      <ArrivalAirport LocationCode="FLG"/>
    </FareInfo>
    <FareInfo>
      <FareReference> "Q" </FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="true">
            <AdvTicketing FromDepartPeriod="14" FromDepartUnit="Days"/>
          </AdvResTicketing>
        </ResTicketingRules>
        <LengthOfStayRules>
          <MinimumStay MinStay="7" StayUnit="Days"/>
          <MaximumStay Return Type="C" MaxStay="14" StayUnit="Days"/>
        </LengthOfStayRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="true">
            <Penalty Percent="50"/>
          </VoluntaryChanges>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>NW</FilingAirline>
      <DepartureAirport LocationCode="FLG"/>
      <ArrivalAirport LocationCode="IAD"/>
    </FareInfo>
  </FareInfos>
</AirtineraryPricingInfo>
</PricedItinerary>
<PricedItinerary SequenceNumber="3">
  <AirtineraryPricingInfo>
    <ItinTotalFare>
      <BaseFare Amount="681.75" CurrencyCode="USD" />
      <TotalFare Amount="757.00" CurrencyCode="USD" />
    </ItinTotalFare>
    <FareInfos>
      <FareInfo>
        <FareReference> "Y" </FareReference>
        <RuleInfo>
          <ResTicketingRules>
            <AdvResTicketing AdvTicketingInd="false"/>
          </ResTicketingRules>
        </RuleInfo>
      </FareInfo>
    </FareInfos>
  </AirtineraryPricingInfo>
</PricedItinerary>

```

```

        <ChargesRules>
          <VoluntaryChanges VolChangeInd="true"/>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>UA</FilingAirline>
      <DepartureAirport LocationCode="IAD"/>
      <ArrivalAirport LocationCode="FLG"/>
    </FareInfo>
    <FareInfo>
      <FareReference>"Y"</FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="false">
          </AdvResTicketing>
        </ResTicketingRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="true"/>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>UA</FilingAirline>
      <DepartureAirport LocationCode="IAD"/>
      <ArrivalAirport LocationCode="FLG"/>
    </FareInfo>
  </FareInfos>
</AirtineraryPricingInfo>
</PricedItinerary>
</PricedItineraries>
</OTA_AirLowFareSearchRS>

```

## 4.5.2. Use Case 2

### 4.5.2.1. Request: Air Low Fare Search

It is October 18, 2003, and Sam Jones is firming up a business trip that will begin two weeks from today. He will be traveling from New York to Chicago, and then onto Los Angeles before returning to New York. He's hoping some round trip or advance purchase fares will reduce the cost. Since the business plans can change, he does not want any penalties for making changes. He also does not want any minimum stay dictating when he must commence his return from either of these cities. If he finishes his business in both cities in 3 days, he does not want a fare that would require he spend seven days in either city before he could return. He also knows that the trip will not take any longer than 2 weeks.

Using a travel website, Sam sends a message requesting fares for a trip from New York to Chicago and then on to Los Angeles and finally returning home to New York. He also specifies fare type criteria.

#### OTA\_AirLowFareSearchRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRQ EchoToken="75834" TimeStamp="2003-10-18T10:23:38-05:00"
  Target="Production" SequenceNmbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
  OTA_AirLowFareSearchRQ.xsd" Version="2.001">
  <POS>
    <Source>
      <RequestorID Type="13" ID="01235"/>
    </Source>
  </POS>
</OTA_AirLowFareSearchRQ>

```



---

```

</POS>
<OriginDestinationInformation>
  <DepartureDateTime>2003-11-01T18:00:00</DepartureDateTime>
  <OriginLocation LocationCode="JFK"/>
  <DestinationLocation LocationCode="CHI"/>
</OriginDestinationInformation>
<OriginDestinationInformation>
  <DepartureDateTime>2003-11-05T15:00:00</DepartureDateTime>
  <OriginLocation LocationCode="CHI"/>
  <DestinationLocation LocationCode="LAX"/>
</OriginDestinationInformation>
<OriginDestinationInformation>
  <DepartureDateTime>2003-11-15T10:00:00</DepartureDateTime>
  <OriginLocation LocationCode="LAX"/>
  <DestinationLocation LocationCode="JFK"/>
</OriginDestinationInformation>
<TravelPreferences>
  <FareRestrictPref>
    <AdvResTicketing AdvTicketingInd="false">
      <AdvTicketing/>
    </AdvResTicketing>
    <StayRestrictions StayRestrictionsInd="true">
      <MinimumStay MinStay="1" StayUnit="Days"/>
      <MaximumStay MaxStay="14" StayUnit="Days"/>
    </StayRestrictions>
  </FareRestrictPref>
</TravelPreferences>
<TravelerInfoSummary>
  <AirTravelerAvail>
    <PassengerTypeQuantity/>
  </AirTravelerAvail>
</TravelerInfoSummary>
</OTA_AirLowFareSearchRQ>

```

#### 4.5.2.2. Response: Air Low Fare Search

The response returns three pricing options with fare rules for each.

##### OTA\_AirLowFareSearchRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRS EchoToken="77583" TimeStamp="2003-10-18T10:23:47-05:00"
Target="Production" SequenceNmbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirLowFareSearchRS.xsd" Version="2.001">
  <Success/>
  <PricedItineraries>
    <PricedItinerary SequenceNumber="1">
      <AirItineraryPricingInfo>
        <ItinTotalFare>
          <BaseFare Amount="523.25" CurrencyCode="USD" />
          <TotalFare Amount="588.00" CurrencyCode="USD" />
        </ItinTotalFare>
        <FareInfos>
          <FareInfo>
            <FareReference> "L" </FareReference>
            <RuleInfo>
              <ResTicketingRules>
                <AdvResTicketing AdvTicketingInd="true">
                  <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
                </AdvResTicketing>
              </ResTicketingRules>
            </RuleInfo>
          </FareInfo>
        </FareInfos>
      </AirItineraryPricingInfo>
    </PricedItinerary>
  </PricedItineraries>
</OTA_AirLowFareSearchRS>

```

---

```

        <LengthOfStayRules>
            <MinimumStay MinStay="1" StayUnit="Hours"/>
            <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
        </LengthOfStayRules>
        <ChargesRules>
            <VoluntaryChanges VolChangeInd="false"/>
        </ChargesRules>
    </RuleInfo>
    <FilingAirline>CO</FilingAirline>
    <DepartureAirport LocationCode="EWR"/>
    <ArrivalAirport LocationCode="CHI"/>
</FareInfo>
<FareInfo>
    <FareReference> "L" </FareReference>
    <RuleInfo>
        <ResTicketingRules>
            <AdvResTicketing AdvTicketingInd="true">
                <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
            </AdvResTicketing>
        </ResTicketingRules>
        <LengthOfStayRules>
            <MinimumStay MinStay="1" StayUnit="Hours"/>
            <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
        </LengthOfStayRules>
        <ChargesRules>
            <VoluntaryChanges VolChangeInd="false"/>
        </ChargesRules>
    </RuleInfo>
    <FilingAirline>CO</FilingAirline>
    <DepartureAirport LocationCode="CHI"/>
    <ArrivalAirport LocationCode="LAX"/>
</FareInfo>
<FareInfo>
    <FareReference> "L" </FareReference>
    <RuleInfo>
        <ResTicketingRules>
            <AdvResTicketing AdvTicketingInd="true">
                <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
            </AdvResTicketing>
        </ResTicketingRules>
        <LengthOfStayRules>
            <MinimumStay MinStay="1" StayUnit="Hours"/>
            <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
        </LengthOfStayRules>
        <ChargesRules>
            <VoluntaryChanges VolChangeInd="false"/>
        </ChargesRules>
    </RuleInfo>
    <FilingAirline>CO</FilingAirline>
    <DepartureAirport LocationCode="LAX"/>
    <ArrivalAirport LocationCode="EWR"/>
</FareInfo>
</FareInfos>
</AirtineraryPricingInfo>
</PricedItinerary>
<PricedItinerary SequenceNumber="2">
    <AirtineraryPricingInfo>
        <ItinTotalFare>
            <BaseFare Amount="722.79" CurrencyCode="USD" />
            <TotalFare Amount="802.00" CurrencyCode="USD" />
        </ItinTotalFare>
        <FareInfos>
            <FareInfo>
                <FareReference> "H" </FareReference>
                <RuleInfo>
                    <ResTicketingRules>

```

---

```

        <AdvResTicketing AdvTicketingInd="true">
          <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
        </AdvResTicketing>
      </ResTicketingRules>
      <ChargesRules>
        <VoluntaryChanges VolChangeInd="false"/>
      </ChargesRules>
    </RuleInfo>
    <FilingAirline>DL</FilingAirline>
    <DepartureAirport LocationCode="JFK"/>
    <ArrivalAirport LocationCode="CHI"/>
  </FareInfo>
  <FareInfo>
    <FareReference> "H" </FareReference>
    <RuleInfo>
      <ResTicketingRules>
        <AdvResTicketing AdvTicketingInd="true">
          <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
        </AdvResTicketing>
      </ResTicketingRules>
      <ChargesRules>
        <VoluntaryChanges VolChangeInd="false">
          </VoluntaryChanges>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>DL</FilingAirline>
      <DepartureAirport LocationCode="CHI"/>
      <ArrivalAirport LocationCode="LAX"/>
    </FareInfo>
    <FareInfo>
      <FareReference> "Q" </FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="true">
            <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
          </AdvResTicketing>
        </ResTicketingRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="false">
            </VoluntaryChanges>
          </ChargesRules>
        </RuleInfo>
        <FilingAirline>DL</FilingAirline>
        <DepartureAirport LocationCode="LAX"/>
        <ArrivalAirport LocationCode="JFK"/>
      </FareInfo>
    </FareInfos>
  </AirtineraryPricingInfo>
</PricedItinerary>
<PricedItinerary SequenceNumber="3">
  <AirtineraryPricingInfo>
    <ItinTotalFare>
      <BaseFare Amount="2062.32" CurrencyCode="USD" />
      <TotalFare Amount="2245.50" CurrencyCode="USD" />
    </ItinTotalFare>
    <FareInfos>
      <FareInfo>
        <FareReference> "Y26" </FareReference>
        <RuleInfo>
          <ResTicketingRules>
            <AdvResTicketing AdvTicketingInd="false"/>
          </ResTicketingRules>
          <ChargesRules>
            <VoluntaryChanges VolChangeInd="false">
              <Penalty Amount="10.00" CurrencyCode="USD" />
            </VoluntaryChanges>
          </ChargesRules>
        </RuleInfo>
      </FareInfo>
    </FareInfos>
  </AirtineraryPricingInfo>
</PricedItinerary>

```

---

```

        </ChargesRules>
      </RuleInfo>
      <FilingAirline>AA</FilingAirline>
      <DepartureAirport LocationCode="JFK"/>
      <ArrivalAirport LocationCode="CHI"/>
    </FareInfo>
    <FareInfo>
      <FareReference> "Y26" </FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="false"/>
        </ResTicketingRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="false"/>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>AA</FilingAirline>
      <DepartureAirport LocationCode="CHI"/>
      <ArrivalAirport LocationCode="LAX"/>
    </FareInfo>
    <FareInfo>
      <FareReference> "Y" </FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvTicketingInd="false"/>
        </ResTicketingRules>
        <ChargesRules>
          <VoluntaryChanges VolChangeInd="false"/>
        </ChargesRules>
      </RuleInfo>
      <FilingAirline>AA</FilingAirline>
      <DepartureAirport LocationCode="LAX"/>
      <ArrivalAirport LocationCode="JFK"/>
    </FareInfo>
  </FareInfos>
</AirtineraryPricingInfo>
</PricedItinerary>
</PricedItineraries>
</OTA_AirLowFareSearchRS>

```

#### 4.6. OTA\_AirPriceRQ/RS

The Air Price Request message requests pricing information for specific flights on certain dates for a specific number and type of passengers. The message allows for optional information such as fare restriction preferences and negotiated fare contract codes to be included.

The pricing request contains the information necessary to perform an availability / sell from availability / price series of entries on an airline CRS or GDS.

The Pricing Response message contains a 'Priced Itinerary'. This includes:

- The set of flights sent in the Pricing request message
- Pricing information including taxes and full fare breakdown for each passenger type
- Ticketing information

- Fare Basis Codes and the information necessary to make a Fare Rules entry.

#### 4.6.1. Use Case1

##### 4.6.1.1. Request: Air Price

Mickey Mouse has booked flights from Atlanta to Los Angeles and then on to Honolulu. He now wants to price this itinerary so he requests that the itinerary be priced. Mickey's travel agent sends a request to price the itinerary.

#### OTA\_AirPriceRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirPriceRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirPriceRQ.xsd" EchoToken="36732" Timestamp="2003-11-14T10:30:00" Target="Production"
  Version="2.001" SequenceNmbr="284" PrimaryLangID="en">
  <POS>
    <Source AgentSine="2BB" PseudoCityCode="ATL" ISOCountry="US" ISOCurrency="USD"
      AirlineVendorID="1P">
      <RequestorID Type="5" ID="35896241"/>
      <BookingChannel Type="1"/>
    </Source>
  </POS>
  <Airtinerary DirectionInd="Circle">
    <OriginDestinationOptions>
      <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-12-12T12:50:00" ArrivalDateTime="2003-12-
12T14:34:00" StopQuantity="0" FlightNumber="242" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
          <DepartureAirport LocationCode="ATL"/>
          <ArrivalAirport LocationCode="LAX"/>
          <MarketingAirline Code="DL"/>
        </FlightSegment>
      </OriginDestinationOption>
      <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-12-12T15:30:00" ArrivalDateTime="2003-12-
12T19:15:00" StopQuantity="0" FlightNumber="1579" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
          <DepartureAirport LocationCode="LAX"/>
          <ArrivalAirport LocationCode="HNL"/>
          <MarketingAirline Code="DL"/>
        </FlightSegment>
      </OriginDestinationOption>
      <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-12-20T22:00:00" ArrivalDateTime="2003-12-
21T05:05:00" StopQuantity="0" FlightNumber="1852" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="1">
          <DepartureAirport LocationCode="HNL"/>
          <ArrivalAirport LocationCode="LAX"/>
          <MarketingAirline Code="DL"/>
        </FlightSegment>
      </OriginDestinationOption>
    </OriginDestinationOptions>
  </Airtinerary>
</OTA_AirPriceRQ>
```

```

        <FlightSegment DepartureDateTime="2003-12-21T06:00:00" ArrivalDateTime="2003-12-
21T13:03:00" StopQuantity="0" FlightNumber="744" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="1">
            <DepartureAirport LocationCode="LAX"/>
            <ArrivalAirport LocationCode="ATL"/>
            <MarketingAirline Code="DL"/>
        </FlightSegment>
    </OriginDestinationOption>
</OriginDestinationOptions>
</Airtinerary>
<TravelerInfoSummary>
    <AirTravelerAvail>
        <PassengerTypeQuantity Code="ADT" Quantity="1"/>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <GivenName>Mickey</GivenName>
                <Surname>Mouse</Surname>
            </PersonName>
            <TravelerRefNumber RPH="1"/>
        </AirTraveler>
    </AirTravelerAvail>
</TravelerInfoSummary>
</OTA_AirPriceRQ>

```

#### 4.6.1.2. Response: Air Price

A response is received with the itinerary priced.

##### OTA\_AirPriceRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirPriceRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirPriceRS.xsd" EchoToken="36732" TimeStamp="2003-11-14T10:30:00" Target="Production"
Version="2.001" SequenceNmbr="285" PrimaryLangID="en">
    <Success/>
    <PricedItineraries>
        <PricedItinerary SequenceNumber="1">
            <Airtinerary DirectionInd="Circle">
                <OriginDestinationOptions>
                    <OriginDestinationOption>
                        <FlightSegment DepartureDateTime="2003-12-12T12:50:00" ArrivalDateTime="2003-
12-12T14:34:00" StopQuantity="0" FlightNumber="242" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                            <DepartureAirport LocationCode="ATL"/>
                            <ArrivalAirport LocationCode="LAX"/>
                            <MarketingAirline Code="DL"/>
                        </FlightSegment>
                    </OriginDestinationOption>
                    <OriginDestinationOption>
                        <FlightSegment DepartureDateTime="2003-12-12T15:30:00" ArrivalDateTime="2003-
12-12T19:15:00" StopQuantity="0" FlightNumber="1579" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                            <DepartureAirport LocationCode="LAX"/>
                            <ArrivalAirport LocationCode="HNL"/>
                            <MarketingAirline Code="DL"/>
                        </FlightSegment>
                    </OriginDestinationOption>
                    <OriginDestinationOption>

```

---

```

        <FlightSegment DepartureDateTime="2003-12-20T22:00:00" ArrivalDateTime="2003-
12-21T05:05:00" StopQuantity="0" FlightNumber="1852" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
            <DepartureAirport LocationCode="HNL"/>
            <ArrivalAirport LocationCode="LAX"/>
            <MarketingAirline Code="DL"/>
        </FlightSegment>
    </OriginDestinationOption>
    <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-12-21T06:00:00" ArrivalDateTime="2003-
12-21T13:03:00" StopQuantity="0" FlightNumber="744" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
            <DepartureAirport LocationCode="LAX"/>
            <ArrivalAirport LocationCode="ATL"/>
            <MarketingAirline Code="DL"/>
        </FlightSegment>
    </OriginDestinationOption>
</OriginDestinationOptions>
</Airtinerary>
<AirtineraryPricingInfo PricingSource="Published">
    <ItinTotalFare NegotiatedFare="false">
        <BaseFare Amount="783.88" CurrencyCode="USD"/>
        <Taxes>
            <Tax TaxCode="US" Amount="38.72" CurrencyCode="USD"/>
            <Tax TaxCode="AY" Amount="10.00" CurrencyCode="USD"/>
            <Tax TaxCode="ZP" Amount="12.00" CurrencyCode="USD"/>
            <Tax TaxCode="XF" Amount="13.50" CurrencyCode="USD"/>
        </Taxes>
        <TotalFare Amount="858.10" CurrencyCode="USD"/>
    </ItinTotalFare>
    <FareInfos>
        <FareInfo NegotiatedFare="false">
            <DepartureDate>2003-12-12T00:00:00</DepartureDate>
            <FareReference>LLPE30N</FareReference>
            <RuleInfo>
                <ResTicketingRules>
                    <AdvResTicketing AdvResInd="false">
                        <AdvTicketing FromResTimeOfDay="2003-11-15T24:00:00"/>
                    </AdvResTicketing>
                </ResTicketingRules>
                <LengthOfStayRules StayRestrictionsInd="true">
                    <MinimumStay MinStay="4" StayUnit="Days"/>
                    <MaximumStay MaxStay="30" StayUnit="Days"/>
                </LengthOfStayRules>
            </RuleInfo>
            <FilingAirline Code="DL"/>
            <DepartureAirport LocationCode="ATL"/>
            <ArrivalAirport LocationCode="ATL"/>
        </FareInfo>
    </FareInfos>
</AirtineraryPricingInfo>
</PricedItinerary>
</PricedItineraries>
</OTA_AirPriceRS>

```

#### 4.7. OTA\_AirRulesRQ/RS

The Rules Request message requests text rules for a specific fare basis code for an airline and city pair on a specific date. Optional information allows negotiated fare contract codes to be included in the request.

---

The Rules Response message contains a set of text (human readable) rule information paragraphs. Each paragraph is identified by a rule code.

#### 4.7.1. Use Case 1

##### 4.7.1.1. Request: Air Rules

A customer has priced itinerary for Atlanta to Seattle and now wants to see the rules associated with the fare basis code UE14OPNX. The customer sends a request to get the rules for this code.

##### OTA\_AirRulesRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirRulesRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirRulesRQ.xsd" EchoToken="36732" TimeStamp="2003-11-15T11:00:00" Target="Production"
  Version="2.001" SequenceNmbr="293" PrimaryLangID="en">
  <POS>
    <Source AgentSine="2BB" PseudoCityCode="ATL" ISOCountry="US" ISOCurrency="USD"
      AirlineVendorID="1P">
      <RequestorID Type="5" ID="35896241"/>
      <BookingChannel Type="1"/>
    </Source>
  </POS>
  <RuleReqInfo NegotiatedFare="false">
    <FareReference>UE14OPNX</FareReference>
    <RuleInfo/>
    <FilingAirline Code="DL"/>
    <DepartureAirport LocationCode="ATL"/>
    <ArrivalAirport LocationCode="SEA"/>
  </RuleReqInfo>
</OTA_AirRulesRQ>
```

##### 4.7.1.2. Response: Air Rules

A response is received with the rules for the requested fare basis code.

##### OTA\_AirRulesRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirRulesRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirRulesRS.xsd" EchoToken="36732" TimeStamp="2003-11-15T11:00:00" Target="Production"
  Version="2.001" SequenceNmbr="294" PrimaryLangID="en">
  <Success/>
  <FareRuleResponseInfo>
    <FareRuleInfo NegotiatedFare="false">
      <FareReference>UE14OPNX</FareReference>
      <RuleInfo>
        <ResTicketingRules>
          <AdvResTicketing AdvResInd="true" AdvTicketingInd="true">
            <AdvReservation LatestPeriod="14" LatestUnit="Days"/>
            <AdvTicketing FromResPeriod="1" FromResUnit="Days" FromDepartPeriod="14"
              FromDepartUnit="Days"/>
          </AdvResTicketing>
        </ResTicketingRules>
      </RuleInfo>
    </FareRuleInfo>
  </FareRuleResponseInfo>
</OTA_AirRulesRS>
```



---

```

        </AdvResTicketing>
    </ResTicketingRules>
    <LengthOfStayRules StayRestrictionsInd="true">
        <MinimumStay MinStay="1" StayUnit="SUN"/>
        <MaximumStay/>
    </LengthOfStayRules>
    <ChargesRules>
        <VoluntaryChanges VolChangeInd="true">
            <Penalty PenaltyType="Reissue Cancellation Refund Failure to use"
Amount="100.00" CurrencyCode="USD"/>
        </VoluntaryChanges>
    </ChargesRules>
    </RuleInfo>
    <FilingAirline Code="DL"/>
    <MarketingAirline Code="DL"/>
    <DepartureAirport LocationCode="ATL"/>
    <ArrivalAirport LocationCode="SEA"/>
</FareRuleInfo>
<FareRules>
    <SubSection SubTitle="Surcharges">
        <Paragraph>
            <Text Formatted="false">$9.30 USD OW miscellaneous/other surcharge applies.</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Governing rule">
        <Paragraph>
            <Text Formatted="false">5050 TRF-011</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Day/time">
        <Paragraph>
            <Text Formatted="false">Travel at this fare permitted 1200Mon-1159Thu 1200Sat-
2359Sat</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Flights">
        <Paragraph>
            <Text Formatted="false">Must be via DL 0001 thru DL 9999</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Res/Tktg">
        <Paragraph>
            <Text Formatted="false">For travel on/before 28Feb04. Passengers holding confirmed
resrvations and tickets may standby for earlier/later dame day flights between same
origin/destination/stopover without charge. Same day confirm//DSC - passengers holding confrmed
reservations and tickets may confirm earlier/later same day flights between origin/destination/stopover points
for a non-refundable fee of USD 25.00. New itinerary may not be confirmed more than 3 hours prior to
departure time of new outboutn flight. The new itinerary must be valid for the original fare purchased. See
penalties/voluntary changes for complete rules and restrictions.</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Stopovers">
        <Paragraph>
            <Text Formatted="false">No enroute free stopover/s/permitted</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Penalty">
        <Paragraph>
            <Text Formatted="false">$100.00 USD/for resissue of tkt or for tkt reval or for an
unticketed PTA or for cancellation or for failuse to use confirmed space or for a ticket refund or for an
unticketed PTA/tkt non ref...$100.00 USD/charge per tkt/for lost tkt.</Text>
        </Paragraph>
    </SubSection>
    <SubSection SubTitle="Open jaw">
        <Paragraph>

```

---

```

        <Text Formatted="false">Permitted at origin or destination/double open jaw not
        permitted...maximum 2 fare components...single open jaw:permitted/may not be combined with other
        airlines.</Text>
      </Paragraph>
    </SubSection>
    <SubSection SubTitle="Circle trip">
      <Paragraph>
        <Text Formatted="false">2 comonent: permitted/may not be combined with other
        airlines...more than 2 component: permitted/may not be combined with other airlines/max fare breaks -
        2.</Text>
      </Paragraph>
    </SubSection>
    <SubSection SubTitle="End-to-end">
      <Paragraph>
        <Text Formatted="false">Combinaitons are permitted. Travel must be via the point of
        combination. Round trip excusion fares may not be combined end-to-end with any round trip fare when these
        fares have overlapping travel periods and are to/from the same cities of origin and destination as a stopover
        or fare break point.</Text>
      </Paragraph>
    </SubSection>
  </FareRules>
</FareRuleResponseInfo>
</OTA_AirRulesRS>

```

#### 4.8. OTA\_AirSchedulesRQ/RS

The Air Schedules message set is intended to provide a customer or a third party entity with the ability to view airline flight schedules. This message set requires the customer to specify the Departure and Arrival cities for a specific date. It offers flight information on airlines that provide service between the requested cities.

The Schedules messages could be used for the following circumstances:

- Customer may want to determine what airlines offer service to/from specific cities.
- Customer is looking for a specific flight number. By entering the arrival and departure cities and knowing the approximate arrival or departure time the customer can locate their specific flight number.
- Customer needs to determine the days of the week service is scheduled to and from the requested destination.
- Customer will be able to determine the type of aircraft used to fly that route. Some customers prefer to fly on larger types of aircraft.

The schedules message also contains other information that customers are interested in: meal service, duration of flight, on-time statistics and if smoking is allowed. In addition, these messages provide the foundation for electronic timetables.

---

#### 4.8.1. Use Case 1

##### 4.8.1.1. Request: Air Schedules

Mr. Sam Jones, a United Airlines Mileage Plus member, is interested in traveling from Denver (DEN) to Los Angeles (LAX) for a business meeting. His meeting is on December 1, 2003 in the late afternoon. He would like to take a flight that will leave in the morning around 9:00am, so that he can get into Los Angeles in time for his meeting. He is only interested in seeing flight options for United, given his frequent flyer loyalty. Mr. Jones appreciates the comfort of business class and large planes, so would prefer a schedule with these options. He is also concerned about his meal options because he does not want to take the time to stop on his way to his meeting to get lunch.

Using his wireless palm device, Mr. Sam Jones requests flight schedule information on United Airlines departing Denver around 9:00a.m. and arriving in Los Angeles on December 1, 2003.

##### OTA\_AirScheduleRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirScheduleRQ.xsd" EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00"
  Target="Production" Version="1.002" SequenceNbr="1">
  <OriginDestinationInformation>
    <DepartureDateTime>2003-12-01T09:00:00</DepartureDateTime>
    <OriginLocation LocationCode="DEN"/>
    <DestinationLocation LocationCode="LAX"/>
  </OriginDestinationInformation>
  <FlightInfo>
    <BookingClassPref ResBookDesigCode="C" PreferLevel="Preferred"/>
  </FlightInfo>
  <VendorPref Code="UA" PreferLevel="Only"/>
</OTA_AirScheduleRQ>
```

##### 4.8.1.2. Response: Air Schedules

He receives the following options in response to his request:

Option 1: United Airlines flight 443, which departs at 9:00a.m. and arrives at 10:24am. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that breakfast is served on this flight. He also notes that this flight is available all days of the week.

Option 2: United Airlines flight 781, which departs at 10:50a.m. and arrives at 12:15p.m.. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that a snack is served on this flight. He also notes that this flight is only available on Sundays.

## OTA\_AirScheduleRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRS EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.002" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirScheduleRS.xsd">
  <Success/>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-12-01T09:00:00" ArrivalDateTime="2003-12-
01T10:24:00" StopQuantity="0" FlightNumber="443" OnTimeRate="8" ScheduleValidStartDate="2003-06-15"
ScheduleValidEndDate="2003-12-29">
        <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
        <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
        <Equipment AirEquipType="777">Boeing 777</Equipment>
        <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
        <MarketingCabin CabinType="Business" RPH="1">
          <Meal MealCode="Breakfast"/>
        </MarketingCabin>
        <DaysOfOperation>
          <OperationSchedule>
            <OperationTimes>
              <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"/>
            </OperationTimes>
          </OperationSchedule>
        </DaysOfOperation>
      </FlightSegment>
    </OriginDestinationOption>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-12-01T10:50:00" ArrivalDateTime="2003-12-
01T12:15:00" StopQuantity="0" FlightNumber="781" OnTimeRate="8" ScheduleValidStartDate="2003-04-01"
ScheduleValidEndDate="2004-01-06">
        <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
        <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
        <Equipment AirEquipType="777">Boeing 777</Equipment>
        <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
        <MarketingCabin CabinType="Business" RPH="1">
          <Meal MealCode="Snack"/>
        </MarketingCabin>
        <DaysOfOperation>
          <OperationSchedule>
            <OperationTimes>
              <OperationTime Mon="0" Tue="0" Weds="0" Thur="0" Fri="0" Sat="0" Sun="1"/>
            </OperationTimes>
          </OperationSchedule>
        </DaysOfOperation>
      </FlightSegment>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</OTA_AirScheduleRS>
```

## 4.9. OTA\_AirSeatMapRQ/RS

Seat maps display which seats are available for a given flight, as well as their location within the aircraft. To make a seat assignment, when using an online booking product, a customer will frequently access a seat map display to determine which seats are available. Then they will make a separate seating

---

request. These messages identify all the information necessary to request and return an available seat map for a particular flight.

Types of information for the seat map request include: airline, flight number, date of travel, class of service and frequent flier status. The response message includes: flight, aircraft and seat description information.

#### 4.9.1. Use Case 1

##### 4.9.1.1. Request: Seat Maps for One Passenger with Two Flight Segments

Mr. Sam Jones is flying from Calcutta to London via Bombay. For the Calcutta – Bombay sector, he is booked on Indian Airline 273 on 26<sup>th</sup> Sep 03 in the business class while for the Bombay – London sector he is booked on Air India 101 on 27<sup>th</sup> Sep 03 in first class. The booking was done by the Sabre agent ‘Indian Travels Calcutta’, with the IATA code 0001. The Sabre PNR is 123456 while the Indian Airlines PNR is 345678 and the Air India PNR is H1234.

Mr. Jones is a Frequent Flier with Air India and his number is C12345. He has advised his travel agent that he would like a non-smoking, aisle seat preferably near toilets.

A request is sent to retrieve the seat map for flight IC273 and AI101.

**Note:** If the Seat Map request message contains flight segments that represent a change of gauge, the expected response should be an OTA Error message. As of 2003B, the Seat Map response message is not designed to provide Seat Maps across change of gauge.

#### OTA\_AirSeatMapRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirSeatMapRQ.xsd" Version="1.001">
  <POS>
    <Source>
      <RequestorID Type="5" ID="0001">
        <CompanyName>Indian Travels,Calcutta</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <SeatMapRequests>
    <SeatMapRequest>
      <FlightSegmentInfo DepartureDateTime="2003-26-09T18:30:00" FlightNumber="273">
        <DepartureAirport LocationCode="CCU"/>
        <ArrivalAirport LocationCode="BOM"/>
        <MarketingAirline>IC</MarketingAirline>
      </FlightSegmentInfo>
    </SeatMapRequest>
    <SeatMapRequest>
      <FlightSegmentInfo DepartureDateTime="2003-27-09T08:30:00" FlightNumber="101">
        <DepartureAirport LocationCode="BOM" />
        <ArrivalAirport LocationCode="LHR" />
        <MarketingAirline>AI</MarketingAirline>
      </FlightSegmentInfo>
    </SeatMapRequest>
  </SeatMapRequests>
</OTA_AirSeatMapRQ>
```

```

    </SeatMapRequest>
  </SeatMapRequests>
  <AirTravelers>
    <AirTraveler PassengerTypeCode="ADT">
      <PersonName>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>Sam</GivenName>
        <Surname>Jones</Surname>
      </PersonName>
      <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
    </AirTraveler>
  </AirTravelers>
  <BookingReferenceID Type="20" ID="345678">
    <CompanyName>Indian Airlines</CompanyName>
  </BookingReferenceID>
  <BookingReferenceID Type="20" ID="H1234">
    <CompanyName>Air India</CompanyName>
  </BookingReferenceID>
  <BookingReferenceID Type="20" ID="123456">
    <CompanyName>Sabre</CompanyName>
  </BookingReferenceID>
</OTA_AirSeatMapRQ>

```

#### 4.9.1.2. Response: Seat Maps for Two Flight Segments

The seat map response contains only the cabin class in which the Mr Jones is booked, namely business class and first class in the two flight segments respectively.

**Note:** In the XML response the seat details of only one zone of the economy class is included to keep the document short. Also, only certain seat characteristic values have been returned for each seat; numerous other values could be returned.

#### OTA\_AirSeatMapRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirSeatMapRS.xsd">
  <Success/>
  <SeatMapResponses>
    <SeatMapResponse>
      <FlightSegmentInfo DepartureDateTime="2003-26-09T18:30:00" FlightNumber="273">
        <DepartureAirport LocationCode="CCU" />
        <ArrivalAirport LocationCode="BOM" />
        <Equipment AirEquipType="310"/>
        <MarketingAirline>IC</MarketingAirline>
      </FlightSegmentInfo>
      <SeatMapDetails>
        <CabinClass CabinType="Business">
          <AirRows>
            <AirRow RowNumber="1">
              <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85 35"/>
                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="C" SeatAvailability="1" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="F" SeatAvailability="1" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="G" SeatAvailability="1" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="H" SeatAvailability="1" SeatCharacteristics="85 35"/>
              </AirSeats>
            </AirRow>
          </AirRows>
        </CabinClass>
      </SeatMapDetails>
    </SeatMapResponse>
  </SeatMapResponses>
</OTA_AirSeatMapRS>

```

---

```

        <AirRowCharacteristics CharacteristicList="11"/>
    </AirRow>
    <AirRow RowNumber="2">
        <AirSeats>
            <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
            <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="C" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="F" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="G" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="H" SeatAvailability="1" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="11"/>
    </AirRow>
    <AirRow RowNumber="3">
        <AirSeats>
            <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
            <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="G" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="H" SeatAvailability="1" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="11"/>
    </AirRow>
    <AirRow RowNumber="4">
        <AirSeats>
            <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
            <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="G" SeatAvailability="1" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="H" SeatAvailability="1" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="11"/>
    </AirRow>
</AirRows>
</CabinClass>
</SeatMapDetails>
</SeatMapResponse>
<SeatMapResponse>
    <FlightSegmentInfo DepartureDateTime="2003-27-09T08:30:00" FlightNumber="101">
        <DepartureAirport LocationCode="BOM" />
        <ArrivalAirport LocationCode="LHR" />
        <Equipment AirEquipType="747"/>
        <MarketingAirline>AI</MarketingAirline>
    </FlightSegmentInfo>
    <SeatMapDetails>
        <CabinClass CabinType="First">
            <AirRows>
                <AirRow RowNumber="1">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                        <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="10"/>
                </AirRow>
                <AirRow RowNumber="2">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                        <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="10"/>
                </AirRow>
                <AirRow RowNumber="3">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>

```







---

```

        </SeatMapDetails>
    </SeatMapResponse>
</AirTravelers>
    <AirTraveler PassengerTypeCode="ADT">
        <PersonName>
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Sam</GivenName>
            <Surname>Jones</Surname>
        </PersonName>
        <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
    </AirTraveler>
</AirTravelers>
</SeatMapResponses>
</OTA_AirSeatMapRS>

```

## 4.9.2. Use Case 2

### 4.9.2.1. Request: Seat Maps for Multiple Passengers with an Upgrade Requested

Mr. Sam Jones is traveling to London from Bombay with his friend John Smith on 2 Oct 03 on Air India 111 flight. Both have been booked in economy class. The booking was done by the Sabre agent 'Indian Travels Calcutta', with the IATA CODE 0001. The Sabre PNR is 123456 while the Air India PNR is H1234.

Mr. Jones is a Frequent Flier with Air India and his number is C12345. He has advised his travel agent that he would like to upgrade to a seat in the First class cabin.

The seat map request is sent with a request for the seat map of one flight segment in the itinerary for the two passengers in the PNR.

#### OTA\_AirSeatMapRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirSeatMapRQ.xsd" Version="1.001">
    <POS>
        <Source>
            <RequestorID Type="5" ID="0001">
                <CompanyName>Indian Travels,Calcutta</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <SeatMapRequests>
        <SeatMapRequest>
            <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
                <DepartureAirport LocationCode="BOM" />
                <ArrivalAirport LocationCode="LHR" />
                <MarketingAirline>AI</MarketingAirline>
            </FlightSegmentInfo>
            <SeatDetails SeatUpgrade="true"/>
        </SeatMapRequest>
    </SeatMapRequests>
</AirTravelers>
    <AirTraveler PassengerTypeCode="ADT">

```

---

```

    <PersonName>
      <NamePrefix>Mr.</NamePrefix>
      <GivenName>Sam</GivenName>
      <Surname>Jones</Surname>
    </PersonName>
    <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
  </AirTraveler>
  <AirTraveler PassengerTypeCode="ADT">
    <PersonName>
      <NamePrefix>Mr.</NamePrefix>
      <GivenName>John</GivenName>
      <Surname>Smith</Surname>
    </PersonName>
    <CustLoyalty/>
  </AirTraveler>
</AirTravelers>
<BookingReferenceID Type="20" ID="H1234">
  <CompanyName>Air India</CompanyName>
</BookingReferenceID>
<BookingReferenceID Type="20" ID="123456">
  <CompanyName>Sabre</CompanyName>
</BookingReferenceID>
</OTA_AirSeatMapRQ>

```

#### 4.9.2.2. Response: Seat Map for Two Cabins

Since Mr. Jones is booked in economy, but is hoping for an upgrade to first class, the seat availability is returned for both first and coach cabins.

#### OTA\_AirSeatMapRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_AirSeatMapRS.xsd">
  <Success/>
  <SeatMapResponses>
    <SeatMapResponse SeatUpgradeApplied="true">
      <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
        <DepartureAirport LocationCode="BOM" />
        <ArrivalAirport LocationCode="LHR" />
        <Equipment AirEquipType="747"/>
        <MarketingAirline>Air India</MarketingAirline>
      </FlightSegmentInfo>
      <SeatMapDetails>
        <CabinClass CabinType="First">
          <AirRows>
            <AirRow RowNumber="1">
              <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
              </AirSeats>
              <AirRowCharacteristics CharacteristicList="10"/>
            </AirRow>
            <AirRow RowNumber="2">
              <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
              </AirSeats>
            </AirRow>
          </AirRows>
        </CabinClass>
      </SeatMapDetails>
    </SeatMapResponse>
  </SeatMapResponses>
</OTA_AirSeatMapRS>

```

[illegible]

```
<AirSeats>
  <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="34 86"/>
</AirSeats>
<AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
</AirRows>
</CabinClass>
<CabinClass CabinType="Economy">
  <AirRows>
    <AirRow RowNumber="31">
      <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85 7"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12 7"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3 7"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29 6"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12 6"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29 6"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3 7"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12 7"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85 7"/>
      </AirSeats>
      <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="32">
      <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
      </AirSeats>
      <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="33">
      <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
      </AirSeats>
      <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="34">
      <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
      </AirSeats>
      <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="35">
```

---

```

        <AirSeats>
          <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
          <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
          <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
          <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
          <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
          <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
          <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
          <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
          <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="10"/>
      </AirRow>
    <AirRow RowNumber="36">
      <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
      </AirSeats>
      <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
  </AirRows>
</CabinClass>
</SeatMapDetails>
</SeatMapResponse>
<AirTravelers>
  <AirTraveler PassengerTypeCode="ADT">
    <PersonName>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>Sam</GivenName>
      <Surname>Jones</Surname>
    </PersonName>
    <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
  </AirTraveler>
  <AirTraveler PassengerTypeCode="ADT">
    <PersonName>
      <NamePrefix>Mr.</NamePrefix>
      <GivenName>John</GivenName>
      <Surname>Smith</Surname>
    </PersonName>
    <CustLoyalty/>
  </AirTraveler>
</AirTravelers>
</SeatMapResponses>
</OTA_AirSeatMapRS>

```

---

## Section 5—Car Working Group

### 5.1. OTA\_VehAvailRateRQ/RS

The Availability with Rates message set is intended for a simple reservation. This message set assumes the customer has already performed a location search and has found a specific rental branch.

Availability with Rates message could be used in any of the following circumstances:

- Customer is performing a simple booking and will come into the branch office to pick-up and drop off the vehicle.
- Customer requires a pick-up service at his/her home or office. In this case the Off Location Services element can be used to provide basic address information as well as special instructions.
- Customer requires delivery and collection service, where a car will be delivered to a specific location and the keys left in a secure place. Again, the Off Location Services element can be used to hold address information as well as special instructions.

Only one set of date/times may be sent for the availability message. Multiple dates and times will require multiple messages.

Special equipment, such as hand controls or a baby seat can be accommodated through this message set. Special equipment may be associated with a specific car or, rather than as part of the more general reservation. Special circumstances such as chauffeur-driven cars are not accommodated in this message.

#### 5.1.1. Use Case 1

##### 5.1.1.1. Request: Vehicle Availability Rate

Joe Bailey is arriving at London Heathrow Airport on December 12. He has gone to Fun Travel's web site to shop rates for a Hertz rental. He would like to know the rate for a compact 4-door car with automatic transmission and air-conditioning. He would also like a child seat. He is arriving on December 12 on American Airlines flight 2935 and will pick up the car at 10:30 a.m. He will return the car on December 20 at 10:30 a.m.

#### OTA\_VehAvailRateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehAvailRateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehAvailRateRQ.xsd" Version="1.002">
  <POS>
    <Source ISOCountry="US" ISOCurrency="USD">
      <RequestorID Type="5" ID="12345678"/>
    </Source>
  </POS>
</OTA_VehAvailRateRQ>
```

---

```

</Source>
<Source>
  <RequestorID Type="4" ID="1A2B">
    <CompanyName>FunTravel</CompanyName>
  </RequestorID>
</Source>
</POS>
<VehAvailRQCore Status="Available">
  <VehRentalCore PickupDateTime="2003-12-12T10:30:00" ReturnDateTime="2003-12-
20T10:30:00">
    <PickUpLocation LocationCode="LHR"/>
    <ReturnLocation LocationCode="LHR"/>
  </VehRentalCore>
  <VendorPrefs>
    <VendorPref CompanyShortName="Hertz" Code="ZE" PreferLevel="Preferred"/>
  </VendorPrefs>
  <VehPrefs>
    <VehPref AirConditionInd="true" TransmissionType="Automatic" AirConditionPref="Only"
TransmissionPref="Only">
      <VehType VehicleCategory="1" DoorCount="4"/>
      <VehClass Size="4"/>
    </VehPref>
  </VehPrefs>
  <SpecialEquipPrefs>
    <SpecialEquipPref EquipType="8" Quantity="1"/>
  </SpecialEquipPrefs>
</VehAvailRQCore>
<VehAvailRQInfo>
  <Customer>
    <Primary>
      <PersonName>
        <GivenName>Joe</GivenName>
        <Surname>Bailey</Surname>
      </PersonName>
    </Primary>
  </Customer>
  <ArrivalDetails TransportationCode="14" Number="2935">
    <OperatingCompany Code="AA"/>
  </ArrivalDetails>
</VehAvailRQInfo>
</OTA_VehAvailRateRQ>

```

#### 5.1.1.2. Response: Vehicle Availability Rate

Hertz responds with the following information:

##### **Recap of rental information**

Pickup Date/Time:	12/12/2003 at 10:30 a.m.
Return Date/Time:	12/20/2003 at 10:00 a.m.
Pickup/Return Location:	LHR
Vehicle Information:	Compact 4-door car with automatic transmission and a/c.

##### **Rental Rate Information:**

Mileage:	Unlimited
Base Rate Total:	USD \$200.00
Tax Information:	USD \$24.00 / 12%
Rate Breakdown:	\$150.00 per week / \$50.00 per day
Rate Category/Plan:	Leisure - ABC123

---

Estimated Total:	USD \$324.00
Equipment Charges:	USD \$25.00 - \$25.00/week - \$5.00/day – charge not included in rate
Fees:	1 @ \$25 and 1 @ \$75
Coverages:	CDW (7), LIS (27) and PPI (38) are all included in the rental rate
Rules:	Prepayment is required in the amount of USD \$324.00

**Additional Information:**

Hertz has returned a vendor message to advise the customer that the rate returned requires prepayment.

**OTA\_VehAvailRateRS.xml**

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehAvailRateRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehAvailRateRS.xsd" Version="2.001">
  <Success/>
  <VehAvailRSCore>
    <VehRentalCore PickupDateTime="2003-12-12T10:30:00" ReturnDateTime="2003-12-
20T10:00:00">
      <PickUpLocation LocationCode="LHR"/>
      <ReturnLocation LocationCode="LHR"/>
    </VehRentalCore>
    <VehVendorAvails>
      <VehVendorAvail>
        <Vendor Code="ZE"/>
      </VehVendorAvail>
      <VehAvails>
        <VehAvail>
          <VehAvailCore Status="Available">
            <Vehicle AirConditionInd="true" TransmissionType="Automatic">
              <VehType VehicleCategory="1" DoorCount="4"/>
              <VehClass Size="4"/>
            </Vehicle>
            <RentalRate>
              <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="RentalPeriod"/>
            </RentalRate>
            <VehicleCharges>
              <VehicleCharge Amount="200.00" CurrencyCode="USD" TaxInclusive="false"
GuaranteedInd="true" Purpose="1">
                <TaxAmounts>
                  <TaxAmount Total="24.00" CurrencyCode="USD" Percentage="12.00"
Description="Tax"/>
                </TaxAmounts>
                <Calculation UnitCharge="150.00" UnitName="Week" Quantity="1"/>
                <Calculation UnitCharge="50.00" UnitName="Day" Quantity="1"/>
              </VehicleCharge>
            </VehicleCharges>
            <RateQualifier RateCategory="3" RateQualifier="ABC123"/>
          </VehAvail>
        </VehAvails>
      </VehVendorAvails>
    </VehAvailRSCore>
    <TotalCharge RateTotalAmount="200.00" EstimatedTotalAmount="324.00"
CurrencyCode="USD"/>
    <PricedEquips>
      <PricedEquip>
        <Equipment EquipType="8"/>
        <Charge Amount="30.00" CurrencyCode="USD" TaxInclusive="false"
IncludedInRate="false">
          <TaxAmounts>
            <TaxAmount Total="3.90" CurrencyCode="USD" Percentage="12.00"/>
          </TaxAmounts>
        </PricedEquip>
      </PricedEquips>
    </OTA_VehAvailRateRS>
  </Success>
</OTA_VehAvailRateRS>
```



---

```

        <Calculation UnitCharge="25.00" UnitName="Week" Quantity="1"/>
        <Calculation UnitCharge="5.00" UnitName="Day" Quantity="1"/>
    </Charge>
</PricedEquip>
</PricedEquips>
<Fees>
    <Fee Amount="25.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE A:" Purpose="5"/>
    <Fee Amount="75.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE B:" Purpose="5"/>
</Fees>
    <VehAvailCore>
    <VehAvailInfo>
        <PricedCoverages>
            <PricedCoverage>
                <Coverage CoverageType="7"/>
                <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
            </PricedCoverage>
            <PricedCoverage>
                <Coverage CoverageType="27"/>
                <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
            </PricedCoverage>
            <PricedCoverage>
                <Coverage CoverageType="38"/>
                <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
            </PricedCoverage>
        </PricedCoverages>
        <PaymentRules>
            <PaymentRule Amount="324.00" CurrencyCode="USD" RuleType="3"/>
        </PaymentRules>
    </VehAvailInfo>
    </VehAvail>
</VehAvails>
<Info>
    <VendorMessages>
        <VendorMessage InfoType="4">
            <SubSection>
                <Paragraph>
                    <Text>THIS RATE REQUIRES PREPAYMENT</Text>
                </Paragraph>
            </SubSection>
        </VendorMessage>
    </VendorMessages>
</Info>
</VehVendorAvail>
</VehVendorAvails>
</VehAvailRSCore>
</OTA_VehAvailRateRS>

```

## 5.2. OTA\_VehCancelRQ/RS

The Vehicle Cancel message set has been extended from the generic OTA cancel functionality. To cancel a reservation, the trading partner or customer must provide the supplier or integrator with the exact Unique ID. If the Unique ID is unknown, the trading partner may use the Retrieve Reservation message set to search for an exact match. The Vehicle Cancel message set does not require a Retrieve Reservation message. Some suppliers may require a Retrieve Reservation message to be used prior to a Cancel message. The Vehicle Cancel message set can only be used to cancel a single, specific reservation; it cannot be used to cancel multiple reservations at one time.

---

The generic cancel response message was extended to provide additional details of the vehicle reservation information to the customer. This will aid the customer in understanding the consequences of a cancellation message.

A Vehicle Cancel message set can be a single phase or two-phase approach. In a single-phase message the customer simply requests to “cancel this reservation”. A two-phase message introduces the concept of a “what if” question (what if I cancel this reservation?). The response to the first phase will identify any penalties, any subsequent costs, etc. The second phase is where the action is confirmed to “go ahead and complete the request” or “ignore the request I just sent.”

The purpose of the request message is indicated using the Type Attribute:

- **Initiate**—indicates the initial request
- **Ignore**—stop the request
- **Confirm**—to complete the modification

The state of the reservation is then indicated in the response message using the Status Attribute:

- **Pending**—cancellation is possible but not completed
- **Ignored**—cancellation ignored
- **Cancelled**—cancellation completed

### 5.2.1. Use Case 1

#### 5.2.1.1. Request: Vehicle Cancel Reservation without Penalties

Mike Pires has previously made a vehicle reservation with Alamo (AL) via a tour site (CarTour - IATA #11223344), but he now needs to cancel the reservation. He knows his reservation confirmation number (27371319), and pick-up/drop-off locations (FLLT01). He sends a request to cancel his reservation.

#### OTA\_VehCancelRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehCancelRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehCancelRQ.xsd" Version="1.002">
  <POS>
    <Source>
      <RequestorID Type="11" ID="111222"/>
    </Source>
    <Source>
      <RequestorID Type="16" ID="11223344"/>
    </Source>
  </POS>
  <VehCancelRQCore CancelType="Book">
    <UniqueID Type="15" ID="27371319"/>
    <PersonName>
```

---

```

        <GivenName>MIKE</GivenName>
        <Surname>PIRES</Surname>
      </PersonName>
    </VehCancelRQCore>
  <VehCancelRQInfo>
    <RentalInfo>
      <PickUpLocation LocationCode="FLLT01"/>
      <ReturnLocation LocationCode="FLLT01"/>
    </RentalInfo>
  </VehCancelRQInfo>
</OTA_VehCancelRQ>

```

#### 5.2.1.2. Response: Vehicle Reservation CancelConfirmed

Alamo returns a response containing the new status of cancelled and echoes back the renter's first and last name (Mike Pires), along with the original confirmation number (27371319), and the pick-up/drop-off location IDs.

#### OTA\_VehCancelRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehCancelRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehCancelRS.xsd" Version="2.001">
  <Success/>
  <VehCancelRSCore CancelStatus="Cancelled"/>
  <VehCancelRSInfo>
    <VehReservation>
      <Customer>
        <Primary>
          <PersonName>
            <GivenName>MIKE</GivenName>
            <Surname>PIRES</Surname>
          </PersonName>
        </Primary>
      </Customer>
      <VehSegmentCore>
        <ConfID Type="16" ID="27371319"/>
        <VehRentalCore>
          <PickUpLocation LocationCode="FLLT01"/>
          <ReturnLocation LocationCode="FLLT01"/>
        </VehRentalCore>
        <Vehicle/>
      </VehSegmentCore>
    </VehReservation>
  </VehCancelRSInfo>
</OTA_VehCancelRS>

```

### 5.3. OTA\_VehLocDetailRQ/RS

The Vehicle Rental Location Detail Request message provides detail information regarding a vendor's location based on input location codes. Only one location can be requested in each message.

The Vehicle Rental Location Detail Response message returns detail information regarding a vendor's location. The information can include full address, phone number, hours of operation, delivery/collection services, seasonal dates open, customer loyalty services and hours, special program participation and credit

---

cards accepted. The response message may include “Warnings” from business processing rules or “Errors” if the request did not succeed.

### 5.3.1. Use Case 1

#### 5.3.1.1. Request: Vehicle Rental Branch Details

A customer queries the system to find additional detail about the Avis branch located at JFK Airport. The unique identifier for the JFK branch is 91201504.

##### OTA\_VehLocDetailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ EchoToken="18723222" TimeStamp="2003-03-31T16:10:00Z" Target="Production"
Version="1.002" SequenceNmbr="1566" ReqRespVersion="2.001"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocDetailRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
      <BookingChannel Type="ADS" Primary="true"/>
    </Source>
    <Source>
      <RequestorID Type="TA" ID="91201504"/>
    </Source>
  </POS>
  <Location LocationCode="JFK" CodeContext="INTERNAL"/>
  <Vendor CompanyShortName="AVIS" TravelSector="2" Code="1" CodeContext="1"/>
  <TPA_Extensions/>
</OTA_VehLocDetailRQ>
```

#### 5.3.1.2. Response: Vehicle Rental Branch Details

Avis sends back a response with the information available about the Avis branch near JFK.

J.F.K. Airport, NY, Located ON Airport  
305 Federal Circle  
Jamaica, NY 11430  
US

Telephone: 718-224-5400

Parking Location: Adjacent to the airport  
Counter Location: Counter telephones in terminals  
Shuttle service provided. Open 24 hours a day, 7 days a week.

##### OTA\_VehLocDetailRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS EchoToken="18723222" TimeStamp="2003-03-31T09:30:47-05:00"
Target="Production" Version="2.001" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocDetailRS.xsd">
```

---

```

<Success/>
<Vendor CompanyShortName="Avis">Avis</Vendor>
<LocationDetail AtAirport="true" Code="JFK" Name="J.F.K. AIRPORT NY">
  <Address FormattedInd="false" Type="0" DefaultInd="false" UseType="0">
    <AddressLine>305 FEDERAL CIRCLE</AddressLine>
    <CityName>JAMAICA</CityName>
    <PostalCode>11430</PostalCode>
    <StateProv StateCode="NY">NY</StateProv>
    <CountryName Code="US">US</CountryName>
  </Address>
  <Telephone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="0"
PhoneTechType="0" CountryAccessCode="000" AreaCityCode="718" PhoneNumber="224-5400"
FormattedInd="false" DefaultInd="false" PhoneUseType="0"/>
  <AdditionalInfo>
    <VehRentLocInfos>
      <VehRentLocInfo Title="Text" Language="en-us" Type="3">
        <SubSection SubTitle="Text" SubCode="Text" SubSectionNumber="1">
          <Paragraph ParagraphNumber="1">
            <Text Formatted="1" Language="en-us">String</Text>
          </Paragraph>
        </SubSection>
      </VehRentLocInfo>
    </VehRentLocInfos>
    <ParkLocation Location="0">Adjacent to the airport</ParkLocation>
    <CounterLocation Location="0">Counter Telephones in terminals</CounterLocation>
    <OperationSchedules>
      <OperationSchedule Start="1967-01-01" Duration="P1Y2M3DT10H30M" End="2010-12-31">
        <OperationTimes>
          <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"
Start="1967-08-13" Duration="P1Y2M3DT10H30M" End="1967-08-13"/>
        </OperationTimes>
      </OperationSchedule>
    </OperationSchedules>
    <Shuttle>
      <ShuttleInfos>
        <ShuttleInfo Type="Transportation">
          <SubSection>
            <Paragraph>
              <Text>Shuttle available.</Text>
            </Paragraph>
          </SubSection>
        </ShuttleInfo>
      </ShuttleInfos>
    </Shuttle>
  </AdditionalInfo>
</LocationDetail>
</OTA_VehLocDetailRS>

```

### 5.3.2. Use Case 2

#### 5.3.2.1. Event: Details on Vehicles at a Rental Location

A customer knows that there is a Hertz rental facility at the Dallas/Ft. Worth (DFW) Airport. The customer wishes to check the list of available vehicles to know if a specific vehicle is generally available at that rental location.

#### OTA\_VehLocDetailRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05

```

---

```

OTA_VehLocDetailRQ.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:27"
Target="Production" Version="1.002" SequenceNmbr="1233">
  <POS>
    <Source>
      <RequestorID Type="5" ID="11112267"/>
    </Source>
  </POS>
  <Location LocationCode="DFW"/>
  <Vendor Code="ZE"/>
  <ResponseFilter VehiclesIndicator="true"/>
</OTA_VehLocDetailRQ>

```

### 5.3.2.2. Response: Vehicles Offered at a Rental Location

Hertz sends back a response with the information on the vehicles that are typically offered.

#### OTA\_VehLocDetailRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehLocDetailRS.xsd"
EchoToken="33331232" TimeStamp="2003-07-11T09:30:47" Target="Production" Version="2.001"
SequenceNmbr="1233">
  <Success/>
  <Vendor CompanyShortName="Hertz" Code="ZE"/>
  <Vehicles>
    <VehicleInfos>
      <VehicleInfo Type="Disclaimer">
        <SubSection>
          <Paragraph>
            <Text Formatted="true">**VEHICLE MODELS ARE REPRESENTATIVE ONLY
**</Text>
            <Text Formatted="true">**MAKE/MODEL CANNOT BE GUARANTEED **</Text>
          </Paragraph>
        </SubSection>
      </VehicleInfo>
      <VehicleInfo Type="AdvancedBooking">
        <SubSection>
          <Paragraph>
            <Text Formatted="false">LWAR, PWAR, XCAR require at least 2 hours advanced
booking</Text>
          </Paragraph>
        </SubSection>
      </VehicleInfo>
      <VehicleInfo Type="NonSmokingVehicles">
        <SubSection SubTitle="Non-Smoking Vehicles">
          <Paragraph>
            <Text>Non-smoking vehicles may be available. Please check at the rental counter for
availability.</Text>
          </Paragraph>
        </SubSection>
      </VehicleInfo>
      <VehicleInfo Type="SpecialityVehicles">
        <SubSection SubTitle="Prestige Service">
          <Paragraph>
            <Text>The Hertz prestige collection is a unique line of superior performance vehicles
such as the Jaguar XJ8, Land Rover Discovery, and the Volvo S80 convertible.</Text>
          </Paragraph>
          <Paragraph>

```

---

<Text>When renting a Hertz prestige collection vehicle you will enjoy the benefits of special Hertz prestige service including the following:</Text>

</Paragraph>

<Paragraph>

<ListItem>The ability to reserve by specific vehicle model by SIPP code</ListItem>

<ListItem>Weather protected pick up area</ListItem>

<ListItem>Expedited return service</ListItem>

<ListItem>One year, free, fee-waived gold service membership</ListItem>

<ListItem>omplimentary Neverlost in-car navigation system</ListItem>

</Paragraph>

<Paragraph Name="Prestige Pickup Service">

<Text>Customer will be picked up at hotels and resorts within a 15 mile radius of the prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise customer to call the location at 972-453-4785 and speak to a manager to finalize pickup arrangements.</Text>

</Paragraph>

<Paragraph Name="Flight Arrivals">

<Text>Advise customer to collect their baggage and proceed to the lower level of the terminal to catch the airport common \*rental car\* courtesy bus. The bus will take them to the rental car facility. Customers bypass the counter and proceed through the double doors to the Gold Customer service area. Gold members should proceed directly to their vehicle, their stall number will be indicated on the directory board. Non-Gold customers should advise a Hertz representative in the Gold Service area that they have a prestige collection reservation.</Text>

</Paragraph>

<Paragraph Name="Additional Benefits">

<ListItem>Expedited return service</ListItem>

<ListItem>One year, free, fee-waived gold service membership</ListItem>

<ListItem>Complimentary Neverlost in-car navigation system</ListItem>

</Paragraph>

</SubSection>

</VehicleInfo>

</VehicleInfos>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">

<VehType VehicleCategory="1" DoorCount="2"/>

<VehClass Size="3"/>

<VehMakeModel Name="Hyundai Accent"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="3"/>

<VehMakeModel Name="Hyundai Accent"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="7"/>

<VehMakeModel Name="Ford Mustang"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="8"/>

<VehMakeModel Name="Ford Taurus ABS"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="10"/>

<VehMakeModel Name="Mercury Grand Marquis"/>

</Vehicle>

</Vehicles>

</OTA\_VehLocDetailRS>

---

### 5.3.3. Use Case 3

#### 5.3.3.1. Request: Full Details for Specific Rental Location

A customer has determined that a specific vehicle is typically offered for rental by Hertz, from the Dallas / Ft. Worth Airport rental facility. That customer wishes to find out all the details about the rental location, including the rental requirements and restrictions, the payment options, special equipment and services that are available.

##### OTA\_VehLocDetailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_VehLocDetailRQ.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:27"
  Target="Production" Version="1.002" SequenceNmbr="1233">
  <POS>
    <Source>
      <RequestorID Type="5" ID="11112267"/>
    </Source>
  </POS>
  <Location LocationCode="DFW"/>
  <Vendor Code="ZE"/>
</OTA_VehLocDetailRQ>
```

#### 5.3.3.2. Response: Full Details for a Specific Rental Location

Hertz sends back a response with full details about its location at the Dallas / Ft. Worth Airport.

##### OTA\_VehLocDetailRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_VehLocDetailRS.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:47"
  Target="Production" Version="2.001" SequenceNmbr="1233">
  <Success/>
  <Vendor CompanyShortName="Hertz" Code="ZE"/>
  <LocationDetail Name="Dallas / Fort Worth Airport" Code="DFW" AtAirport="true">
    <Address FormattedInd="true" UseType="7">
      <AddressLine>Dallas Ft Worth Airport</AddressLine>
      <AddressLine>3200 East Airfield Drive</AddressLine>
      <CityName>Dallas</CityName>
      <PostalCode>75261-4904</PostalCode>
      <StateProv StateCode="TX"/>
      <CountryName Code="US"/>
    </Address>
    <Telephone AreaCityCode="972" PhoneNumber="4535600" FormattedInd="true"
      PhoneTechType="1" PhoneUseType="3"/>
    <Telephone AreaCityCode="972" PhoneNumber="4534780" FormattedInd="true"
      PhoneTechType="3" PhoneUseType="5"/>
    <Telephone AreaCityCode="800" PhoneNumber="6545060" FormattedInd="true"
      PhoneTechType="1" PhoneUseType="1"/>
    <AdditionalInfo>
      <VehRentLocInfos>
```



---

```

        <VehRentLocInfo Type="2">
            <SubSection SubTitle="Hours of Operation">
                <Paragraph>
                    <Text Formatted="false">This facility is open 24 hours per day, 7 days per
week.</Text>
                </Paragraph>
            </SubSection>
        </VehRentLocInfo>
        <VehRentLocInfo Type="3">
            <SubSection SubTitle="After Hours Return">
                <Paragraph>
                    <Text Formatted="false">Standard policy for return of vehicle applies at all
times.</Text>
                </Paragraph>
            </SubSection>
        </VehRentLocInfo>
        <VehRentLocInfo Type="3" Title="Driving Directions">
            <SubSection SubTitle="Returning from North Airport Entry">
                <Paragraph>
                    <Text Formatted="false">Follow International Parkway through the airport for a
distance of 3 miles. Exit at the Rental Car Facility exit.</Text>
                </Paragraph>
            </SubSection>
            <SubSection SubTitle="Returning from South Airport Entry">
                <Paragraph>
                    <Text Formatted="false">Exit International Parkway at the Rental Car Facility
exit.</Text>
                </Paragraph>
            </SubSection>
        </VehRentLocInfo>
    </VehRentLocInfos>
    <ParkLocation Location="2">Shuttle to On-Airport rental facility</ParkLocation>
    <CounterLocation Location="2">Take shuttle bus to counter</CounterLocation>
    <OperationSchedules>
        <OperationSchedule Start="2003-05-27">
            <OperationTimes>
                <OperationTime Mon="true" Tue="true" Weds="true" Thur="true" Fri="true" Sat="true"
Sun="true" Start="05:00" End="23:00"/>
            </OperationTimes>
        </OperationSchedule>
    </OperationSchedules>
    <Shuttle>
        <ShuttleInfos>
            <ShuttleInfo Title="Shuttle Transportation" Type="Transportation">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">Common airport transportation</Text>
                    </Paragraph>
                </SubSection>
            </ShuttleInfo>
            <ShuttleInfo Title="Frequency" Type="Frequency">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">Shuttle available 24 hours daily</Text>
                    </Paragraph>
                </SubSection>
            </ShuttleInfo>
            <ShuttleInfo Title="Pickup Information" Type="PickupInfo">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">Hertz shares busing with the other car rental
companies. After going to the baggage claim area for luggage, go to the lower level of the airport and catch
the bus which has *CAR RENTAL* on the front and Rental Company names on the sides and back.</Text>
                    </Paragraph>
                </SubSection>
            </ShuttleInfo>
        </ShuttleInfos>
    </Shuttle>

```

---

**<Text Formatted="false">**For customers who are not arriving on a flight, effective 4-11-99, customers will need to follow the highway signs marked -AUTO RENTAL RETURN- all customers will now use the service road. The common busing access is restricted to arriving passengers only and there will no longer be access from the international parkway. There are 2 Hertz counters 1 1/2 miles from the airport terminal. The \*AUTO RENTAL RETURN\* signs will direct the customer to the rental counter.**</Text>**

**</Paragraph>**  
**</SubSection>**  
**</ShuttleInfo>**  
**<ShuttleInfo Title="Distance from Airport" Type="Distance">**  
**<SubSection>**  
**<Paragraph>**  
**<Text Formatted="false">**Information not available**</Text>**  
**</Paragraph>**  
**</SubSection>**  
**</ShuttleInfo>**  
**<ShuttleInfo Title="Shuttle Drive Time" Type="ElapsedTime">**  
**<SubSection>**  
**<Paragraph>**  
**<Text Formatted="false">**Information not available**</Text>**  
**</Paragraph>**  
**</SubSection>**  
**</ShuttleInfo>**  
**<ShuttleInfo Title="Shuttle Fee" Type="Fee">**  
**<SubSection>**  
**<Paragraph>**  
**<Text Formatted="false">**None**</Text>**  
**</Paragraph>**  
**</SubSection>**  
**</ShuttleInfo>**  
**</ShuttleInfos>**  
**<OperationSchedules>**  
**<OperationSchedule Start="2003-05-27">**  
**<OperationTimes>**  
**<OperationTime Mon="true" Tue="true" Weds="true" Thur="true" Fri="true"**  
**Sat="true" Sun="true" Start="00:00" End="23:59"/>**  
**</OperationTimes>**  
**</OperationSchedule>**  
**</OperationSchedules>**  
**</Shuttle>**  
**</AdditionalInfo>**  
**</LocationDetail>**  
**<Vehicles>**  
**<VehicleInfos>**  
**<VehicleInfo Type="Disclaimer">**  
**<SubSection>**  
**<Paragraph>**  
**<Text Formatted="true">**\*\* VEHICLE MODELS ARE REPRESENTATIVE ONLY  
**\*\*</Text>**  
**<Text Formatted="true">**\*\* MAKE/MODEL CANNOT BE GUARANTEED  
**\*\*</Text>**  
**</Paragraph>**  
**</SubSection>**  
**</VehicleInfo>**  
**<VehicleInfo Type="AdvancedBooking">**  
**<SubSection>**  
**<Paragraph>**  
**<Text Formatted="false">**LWAR, PWAR, XCAR require at least 2 hours advanced  
booking**</Text>**  
**</Paragraph>**  
**</SubSection>**  
**</VehicleInfo>**  
**<VehicleInfo Type="NonSmokingVehicles">**  
**<SubSection SubTitle="Non-Smoking Vehicles">**  
**<Paragraph>**

availability.</Text>

</Paragraph>

</SubSection>

</VehicleInfo>

<VehicleInfo Type="SpecialityVehicles">

<SubSection SubTitle="Prestige Service">

<Paragraph>

<Text>The Hertz prestige collection is a unique line of superior performance vehicles such as the Jaguar XJ8, Land Rover Discovery, and the Volvo S80 convertible.</Text>

</Paragraph>

<Paragraph>

<Text>When renting a Hertz prestige collection vehicle you will enjoy the benefits of special Hertz prestige service including the following:</Text>

</Paragraph>

<Paragraph>

<ListItem>The ability to reserve by specific vehicle model by SIPP code</ListItem>

<ListItem>Weather protected pick up area</ListItem>

<ListItem>Expedited return service</ListItem>

<ListItem>One year, free, fee-waived gold service membership</ListItem>

<ListItem>omplimentary Neverlost in-car navigation system</ListItem>

</Paragraph>

<Paragraph Name="Prestige Pickup Service">

<Text>Customer will be picked up at hotels and resorts within a 15 mile radius of the prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise customer to call the location at 972-453-4785 and speak to a manager to finalize pickup arrangements.</Text>

</Paragraph>

<Paragraph Name="Flight Arrivals">

<Text>Advise customer to collect their baggage and proceed to the lower level of the terminal to catch the airport common \*rental car\* courtesy bus. The bus will take them to the rental car facility. Customers bypass the counter and proceed through the double doors to the Gold Customer service area. Gold members should proceed directly to their vehicle, their stall number will be indicated on the directory board. Non-Gold customers should advise a Hertz representative in the Gold Service area that they have a prestige collection reservation.</Text>

</Paragraph>

<Paragraph Name="Additional Benefits">

<ListItem>Expedited return service</ListItem>

<ListItem>One year, free, fee-waived gold service membership</ListItem>

<ListItem>Complimentary Neverlost in-car navigation system</ListItem>

</Paragraph>

</SubSection>

</VehicleInfo>

</VehicleInfos>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">

<VehType VehicleCategory="1" DoorCount="2"/>

<VehClass Size="3"/>

<VehMakeModel Name="Hyundai Accent"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="3"/>

<VehMakeModel Name="Hyundai Accent"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="7"/>

<VehMakeModel Name="Ford Mustang"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

<VehClass Size="8"/>

<VehMakeModel Name="Ford Taurus ABS"/>

</Vehicle>

<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">

<VehType VehicleCategory="1" DoorCount="4"/>

---

```

    <VehClass Size="10"/>
    <VehMakeModel Name="Mercury Grand Marquis"/>
  </Vehicle>
</Vehicles>
<Requirements>
  <Age MinimumAge="25">
    <AgeInfos>
      <AgeInfo Title="Minimum Age Exceptions" Type="MinimumAgeExceptions">
        <SubSection>
          <Paragraph>
            <Text Formatted="false">Various corporate accounts have agreements with Hertz
which permit employees of those companies between the ages of 21-24 to rent for business purposes.
Renters must present a valid corporate identification card at the time of rental and additional fees may apply.
Please contact your company travel department to verify age exceptions when renting for business
purposes.</Text>
          </Paragraph>
        </SubSection>
      </AgeInfo>
    </AgeInfos>
  </Age>
  <AdditionalDriver>
    <AddlDriverInfos>
      <AddlDriverInfo Title="Authorized drivers" Type="IncludedAuthorized">
        <SubSection>
          <Paragraph>
            <Text Formatted="false">Acceptable authorized operators are automatically
covered on the rental agreement. Authorized operators are</Text>
          </Paragraph>
          <Paragraph>
            <ListItem Formatted="false">The employer, employee or fellow employee of
renter on company business, when booking includes company corporate discount number.</ListItem>
            <ListItem Formatted="false">The renter's spouse for rentals that originate in
California, Nevada or New York.</ListItem>
            <ListItem Formatted="false">The spouse or domestic partner of Hertz Number
One Club Gold or Platinum members.</ListItem>
            <ListItem Formatted="false">Authorized operators do not have to be present at
time of rental.</ListItem>
          </Paragraph>
        </SubSection>
      </AddlDriverInfo>
      <AddlDriverInfo Title="Additional authorized drivers" Type="AdditionalAuthorized">
        <SubSection>
          <Paragraph>
            <ListItem Formatted="false">Individuals not automatically covered on the rental
agreement keyword as authorized operators as noted above must be approved by Hertz after completing an
Authorized for Additional Operator form.</ListItem>
            <ListItem Formatted="false">An applicable driving record check will be
performed.</ListItem>
            <ListItem Formatted="false">Additional authorized operators can be added at
time of rental or at any renting location.</ListItem>
            <ListItem Formatted="false">Renter and each additional authorized operator must
be present to sign rental agreement, present an acceptable credit card - debit cards are not acceptable - or
current round-trip ticket - air, train or bus - show valid driver's license, and must be a minimum of 25 years of
age. **The credit card or round-trip ticket requirement does not apply to a spouse or domestic
partner**</ListItem>
            <ListItem Formatted="false">There is a maximum of 4 additional authorized
operators per rental.</ListItem>
          </Paragraph>
        </SubSection>
      </AddlDriverInfo>
      <AddlDriverInfo Title="Additional driver fees" Type="Fees">

```

---

```

        <SubSection>
        <Paragraph>
        <Text Formatted="false">Additional authorized operators fees USD 7.00 per day,
maximum USD 35.00 per each additional authorized operator per rental. Exceptions are</Text>
        <ListItem Formatted="false">California - no fee for additional authorized
operators.</ListItem>
        <ListItem Formatted="false">Nevada - no fee for first additional authorized
operator. Each additional authorized operator USD 5.00 per day, maximum USD 35.00.</ListItem>
        <ListItem Formatted="false">New York - USD 2.50 for the first day, USD 1.00
each additional day up to a maximum of USD 5.00. Effective February 24, 2003 the price per additional
authorized operator will be USD 3.00 per day, up to a maximum of USD 35.00.</ListItem>
        <ListItem Formatted="false">AAA - no charge for qualified additional operators
who are AAA members when signing on to a AAA rental when booking includes AAA discount
number.</ListItem>
        <ListItem Formatted="false">USAA - no charge for qualified additional operators
who are USAA members when signing on to a USAA rental when booking includes USAA discount
number.</ListItem>
        <ListItem Formatted="false">AARP - no charge for qualified additional authorized
operators who are AARP members when signing on to an AARP rental when booking includes an AARP
discount number.</ListItem>
        </Paragraph>
    </SubSection>
</AddDriverInfo>
</AddDriverInfos>
</AdditionalDriver>
<PaymentOptions>
    <CreditCard>
        <AcceptablePaymentCards>
            <AcceptablePaymentCard CardType="AX" CardName="American Express"/>
            <AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>
            <AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>
            <AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>
            <AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>
            <AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>
            <AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>
            <AcceptablePaymentCard CardType="XS" CardName="Access Card"/>
            <AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>
            <AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>
            <AcceptablePaymentCard CardType="CG" CardName="Chargex"/>
            <AcceptablePaymentCard CardType="CX" CardName="Choice"/>
            <AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>
            <AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>
            <AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>
        </AcceptablePaymentCards>
    </CreditCard>
    <Info>
        <SubSection>
        <Paragraph>
        <Text Formatted="false">Credit cards must have available credit for the estimated
amount of rental charges plus USD 50.00 for any incidental charges in order to secure the rental.</Text>
        </Paragraph>
        </SubSection>
        <SubSection>
        <Paragraph>
        <Text Formatted="false">Air travel cards are issued by certain airlines and
validated by that airline for payment. Hertz does not accept certain types of ATC's. Specific acceptance
however will not be determined until arrival at the counter. It is recommended that a major charge card be
available for payment should the ATC's you carry not be accepted.</Text>
        </Paragraph>
        </SubSection>
    </Info>
</CreditCard>
<DebitCard>
    <Info>
        <SubSection>
        <Paragraph>

```

---

**<Text Formatted="false">**Hertz will not accept debit cards as a form of payment or guarantee at the time of reservation or at time of rental vehicle pickup. Renter must present a valid Hertz honored charge card or a cash deposit id card at the beginning of the rental. Debit cards can be used for payment upon vehicle return only. Eligible debit cards include Visa, Mastercard, Reward, AAA MemberOne/MemberCash.**</Text>**

**</Paragraph>**

**</SubSection>**

**</Info>**

**</DebitCard>**

**<Cash>**

**<Info>**

**<SubSection>**

**<Paragraph>**

**<Text Formatted="false">**Cash rentals are accepted with a cash deposit ID card or an acceptable charge card in the renter's name.**</Text>**

**</Paragraph>**

**<Paragraph>**

**<Text Formatted="false">**Hertz cash deposit ID card - an application for this card may be obtained by contacting your local Hertz Reservation center. This card requires a deposit in cash or travelers checks at the beginning of the rental. The minimum deposit is the estimated cost of the rental plus 50 percent of that amount, with a minimum deposit of USD 250.00.**</Text>**

**</Paragraph>**

**<Paragraph>**

**<Text Formatted="false">**Hertz cash card - this card allows cash rentals and waives the deposit requirement. This card is no longer issued. However, previously issued cards are honored.**</Text>**

**</Paragraph>**

**</SubSection>**

**</Info>**

**</Cash>**

**<Voucher>**

**<Info>**

**<SubSection>**

**<Paragraph>**

**<Text Formatted="false">**Tour vouchers and MCO's issued in the U.S. including Alaska and Hawaii, for rentals at Hertz u.s. corporate locations will not be sufficient unless one of the following is also provided:**</Text>**

**</Paragraph>**

**<Paragraph>**

**<ListItem Formatted="false">**Acceptable credit card in the renter's own name**</ListItem>**

**<ListItem Formatted="false">**Approved cash rental**</ListItem>**

**</Paragraph>**

**</SubSection>**

**</Info>**

**</Voucher>**

**<Deposit>**

**<AcceptablePaymentCards>**

**<AcceptablePaymentCard CardType="AX" CardName="American Express"/>**

**<AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>**

**<AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>**

**<AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>**

**<AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>**

**<AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>**

**<AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>**

**<AcceptablePaymentCard CardType="XS" CardName="Access Card"/>**

**<AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>**

**<AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>**

**<AcceptablePaymentCard CardType="CG" CardName="Chargex"/>**

**<AcceptablePaymentCard CardType="CX" CardName="Choice"/>**

**<AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>**

**<AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>**

**<AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>**

**</AcceptablePaymentCards>**

**<Info>**

**<SubSection>**

---

```

        <Paragraph>
        <Text Formatted="false">When a deposit is required, the amount is based on the
following charges - rate, taxes, LDW, PAI/PEC, LIS, refueling, surcharge/ motor vehicle fees, additional
authorized driver fees, supplementary equipment fees, age differentials, etc.</Text>
        </Paragraph>
    </SubSection>
</Info>
</Deposit>
<Guarantee>
    <AcceptablePaymentCards>
        <AcceptablePaymentCard CardType="AX" CardName="American Express"/>
        <AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>
        <AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>
        <AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>
        <AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>
        <AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>
        <AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>
        <AcceptablePaymentCard CardType="XS" CardName="Access Card"/>
        <AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>
        <AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>
        <AcceptablePaymentCard CardType="CG" CardName="Chargex"/>
        <AcceptablePaymentCard CardType="CX" CardName="Choice"/>
        <AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>
        <AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>
        <AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>
    </AcceptablePaymentCards>
    <Info>
        <SubSection>
        <Paragraph>
        <Text Formatted="false">Due to limited availability, some vehicles require a credit
card guarantee. If the vehicle is not needed, it must be cancelled prior to the penalty period or a cancellation
fee will be applied to the credit card.</Text>
        </Paragraph>
    </SubSection>
    </Info>
</Guarantee>
</PaymentOptions>
<RequirementInfos>
    <RequirementInfo Type="License" Title="License">
        <SubSection>
        <Paragraph>
        <Text Formatted="false">An acceptable valid driver's license, issued from your
country of residence, must be presented at time of rental. The driver's license must be valid for the entire
rental period. If the driver's license is in a language other than English, and the rental is in the United States,
an International Driver's Permit is recommended. In all cases, a valid driver's license issued from your home
country must be provided, whether or not you possess an international driver's permit. You will not be allowed
to rent a Hertz vehicle with only an international driver's permit.</Text>
        </Paragraph>
        <Paragraph>
        <Text Formatted="false">At some locations, renters/authorized drivers may be
subject to an electronic driver's license verification with the issuing state's department of motor vehicles
(DMV). Hertz will rely on the information provided from the electronic DMV verification to determine if the
renter/authorized driver is qualified to rent/operate the vehicle.</Text>
        </Paragraph>
        <Paragraph>
        <Text Formatted="false">The rental and/or authorized driver privileges will be denied
if the driver's license verification indicates that the renter/authorized driver's license is:</Text>
        </Paragraph>
        <Paragraph>
        <ListItem Formatted="false">Currently suspended, revoked, expired, invalid or
surrendered</ListItem>
        </Paragraph>
        <Paragraph>
        <Text Formatted="false">The rental and/or authorized driver privileges will be denied
if he/she has, within the past 24 months, paid a fine or pleaded guilty or no contest to or otherwise been
convicted of</Text>
    </SubSection>
    </RequirementInfo>
</RequirementInfos>

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</Paragraph>  
 <Paragraph>  
 <ListItem Formatted="false">3 or more moving violations, including seatbelt violations  
 and speeding violations.</ListItem>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">Hertz will not rent to anyone whose driving record reflects  
 any of the above violations. Hertz reserves the right to change, add to, and/or modify any or all of these  
 conditions without any prior notification.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">If the renter/authorized driver provides false or misleading  
 information, liability protection for the customer will be void. The customer will be responsible for any damage  
 to the rental vehicle, property damage to other, personal injury to themselves and personal liability to  
 others.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">If a renter/authorized driver prefers to have the driver's  
 license verification processed prior to the time of rental, they may contact TML Travelcheck center at 800-743-  
 7891. TML Travelcheck, which provides Driver's license verification services to Hertz, will process the driver's  
 license and verify if the renter/authorized driver qualify for rental/driving privileges. Depending on the issuing  
 state, a fee of up to USD 9.95 -payable by credit card only- will be charged by TML Travelcheck for this  
 service.</Text>  
 </Paragraph>  
 </SubSection>  
 </RequirementInfo>  
 <RequirementInfo Title="Geographic Restrictions" Type="Geographic">  
 <SubSection>  
 <Paragraph>  
 <Text Formatted="false">Hertz cars may not be driven into Mexico.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">Hertz cars may be driven into Canada but the following  
 restrictions apply:</Text>  
 <ListItem Formatted="false">Rental location must be notified in advance so that  
 necessary paperwork can be included with the car.</ListItem>  
 <ListItem Formatted="false">Canadian customs and excise regulations prohibit  
 Canadian residents from driving US rental vehicles in Canada and/or returning to the US. When a Canadian  
 resident rents a US car in the US and drives into Canada, he/she must obtain a travelers vehicle permit from  
 Canadian customs (Form E50B). Then the renter must go directly to a Canadian Hertz location and exchange  
 the US car for a Canadian car within 24 hours. No one way rental fees are applied. Residency is based on  
 the primary renter.</ListItem>  
 <ListItem Formatted="false">Renters may only drive in Canada for 30 days unless  
 extension is requested from customs at time of entry.  
 </ListItem>  
 </Paragraph>  
 </SubSection>  
 </RequirementInfo>  
 <RequirementInfo Title="Vehicle Drop Off" Type="DropOff">  
 <SubSection SubTitle="Instructions for Customer">  
 <Paragraph>  
 <Text Formatted="false">Cars may not be returned within the state of Alaska or within  
 Mexico.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">All successfully confirmed vehicle reservations for one-way  
 rentals will include a valid rate and any applicable one-way rental charge.</Text>  
 </Paragraph>  
 </SubSection>  
 <SubSection SubTitle="Instructions for Travel Agent using Sabre">  
 <Paragraph>  
 <Text Formatted="false">Enter the Hertz location code for the drop off location in the  
 /DO- field along with /RC-BEST and Hertz will return the best rate available.</Text>  
 </Paragraph>  
 </SubSection>  
 </RequirementInfo>



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    </RequirementInfos>
  </Requirements>
  <AdditionalFees>
    <Taxes>
      <Tax Percentage="15.00">
        <Info>
          <SubSection>
            <Paragraph>
              <Text Formatted="false">State and/or local taxes of 15 percent will be
applied.</Text>
            </Paragraph>
          </SubSection>
        </Info>
      </Tax>
    </Taxes>
    <Fees>
      <Fee CurrencyCode="USD" TaxInclusive="false" Description="Customer Facility Charge"
IncludedInRate="false">
        <Calculation UnitCharge="4.00" UnitName="Day"/>
        <Info>
          <SubSection>
            <Paragraph>
              <Text Formatted="false">A customer facility charge of USD 4.00 per day will be
applied to all rentals.</Text>
            </Paragraph>
          </SubSection>
        </Info>
      </Fee>
      <Fee CurrencyCode="USD" TaxInclusive="false" Description="Property Tax, Title License Fee
Reimbursement" IncludedInRate="false">
        <Calculation UnitCharge="1.35" UnitName="Day"/>
        <Info>
          <SubSection>
            <Paragraph>
              <Text Formatted="false">A property tax, title license fee reimbursement of USD
1.35 per day will be applied to the rental.</Text>
            </Paragraph>
          </SubSection>
        </Info>
      </Fee>
      <Fee CurrencyCode="USD" TaxInclusive="false" Description="Airport Concession Fee"
IncludedInRate="false">
        <Calculation Percentage="11.1"/>
        <Info>
          <SubSection>
            <Paragraph>
              <Text Formatted="false">There is an 11.1 percent airport concession fee
recovery applied to all rentals.</Text>
            </Paragraph>
          </SubSection>
        </Info>
      </Fee>
      <Fee CurrencyCode="USD" TaxInclusive="false" Description="Government Rate Supplement"
IncludedInRate="false">
        <Calculation UnitCharge="5.00" UnitName="Day"/>
        <Info>
          <SubSection>
            <Paragraph>
              <Text Formatted="false">When traveling on official U. S. Government business,
renter will be charged a standard mandatory Government Administrative Rate Supplement (GARS) of USD
5.00 per day in addition to the rates listed.</Text>
            </Paragraph>
          </SubSection>
        </Info>
      </Fee>
      <Fee CurrencyCode="USD" TaxInclusive="false" Description="Fuel" IncludedInRate="false">

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    <Calculation UnitCharge="4.96" UnitName="Gallon"/>
    <Info>
      <SubSection>
        <Paragraph>
          <Text Formatted="false">A refueling charge of approximately USD 4.96 per
gallon will be applied to the rental if the vehicle is returned with less than a full tank. Fuel purchase option is
available at time of rental and allows you to return the car without refueling the gas tank. The cost is based on
the self-service gas prices in the area.</Text>
        </Paragraph>
      </SubSection>
    </Info>
  </Fee>
</Fees>
<Surcharges>
  <Surcharge CurrencyCode="USD" TaxInclusive="false" Description="Frequent Flyer
Surcharges">
    <MinMax MaxCharge="2.00"/>
    <Calculation UnitCharge="0.50" UnitName="Day"/>
    <Info>
      <SubSection>
        <Paragraph>
          <Text Formatted="false">For rentals in the U.S, Puerto Rico, and Canada when
the renter chooses to receive frequent flyer miles or credits from the following us airline programs Hertz will
assess a frequent flyer surcharge equivalent to USD 0.50 per day up to a maximum of USD 2.00 per rental.
The amount assessed is collected by Hertz to offset a portion of Hertz annual cost of participation in frequent
flyer programs.</Text>
        </Paragraph>
        <Paragraph>
          <ListItem>America West Airlines</ListItem>
          <ListItem>Alaska Airlines</ListItem>
          <ListItem>Aloha Airlines</ListItem>
          <ListItem>Continental Airlines</ListItem>
          <ListItem>Delta Air Lines</ListItem>
          <ListItem>Frontier Airlines</ListItem>
          <ListItem>Hawaiian Airlines</ListItem>
          <ListItem>Midwest Airlines</ListItem>
          <ListItem>Southwest Airlines</ListItem>
          <ListItem>United Airlines</ListItem>
          <ListItem>US Airways</ListItem>
        </Paragraph>
        <Paragraph>
          <Text Formatted="false">For rentals in the US, Puerto Rico, and Canada when
the renter chooses to receive miles in the American Airlines AAdvantage program the frequent flyer surcharge
will be calculated based on the federal excise tax expense incurred by Hertz when it purchases miles from
American Airlines. Under the tax relief act of 1997, all companies that purchase frequent flyer miles from
airlines must pay a 7.5 percent excise tax on the cost of those miles (approximately 3 cents per rental
day).</Text>
        </Paragraph>
      </SubSection>
    </Info>
  </Surcharge>
</Surcharges>
</AdditionalFees>
<Liabilities>
  <Coverages>
    <Coverage Type="21">
      <CoverageInfo Title="Insurance">
        <SubSection>
          <Paragraph>
            <Text Formatted="false">On all rentals commencing in the state of Texas, Hertz
will provide secondary liability protection. The renters personal/business insurance is used to its limits. In the
event of no applicable liability protection, Hertz - by default - becomes primary.</Text>
          </Paragraph>
        </SubSection>
      </CoverageInfo>
    </Coverage>
  </Coverages>
</Liabilities>

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</Paragraph>  
 <Paragraph>  
 <Text Formatted="false">Hertz will become primary if the liability insurance supplement - LIS - is purchased.</Text>  
 </Paragraph>  
 </SubSection>  
 </CoverageInfo>  
 </Coverage>  
 <Coverage Type="32">  
 <CoverageInfo Title="PAI-Personal Accident Insurance">  
 <SubSection>  
 <Paragraph>  
 <Text Formatted="false">Personal Accident Insurance/Personal Effects Coverage. Both coverage options ,PAI and PEC, are included in a singular fee of USD 5.50 per day.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">PAI provides certain live and medical benefits in the event of accidental death and/or injury occurring during the rental. PAI coverage extends to the customer for the duration of the rental and to all passengers while entering, exiting and occupying the car.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">PEC provides limited protection for loss of or damage to covered personal effects while such personal effects are in transit or in any hotel or other building enroute during the rental period. Coverage applies to the customer and members of the customer's immediate family who permanently reside in the customer's household and are traveling with the renter.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">PAI and PEC are available for a singular charge for each full or partial day.</Text>  
 </Paragraph>  
 </SubSection>  
 </CoverageInfo>  
 </Coverage>  
 <Coverage Type="27">  
 <CoverageInfo Title="Liability Insurance Supplement">  
 <SubSection>  
 <Paragraph>  
 <Text Formatted="false">Available for an additional charge of USD 8.83 per day. LIS provides the renter and authorized operators of the rental vehicle with primary liability protection for third party accident claims up to a combined single limit of USD 1,000,000.00 for bodily injury, including death and property damage for each occurrence. The LIS charge applies to each full or partial rental day.</Text>  
 </Paragraph>  
 </SubSection>  
 </CoverageInfo>  
 </Coverage>  
 <Coverage Type="24">  
 <CoverageInfo Title="LDW-Loss Damage Waiver">  
 <SubSection>  
 <Paragraph>  
 <Text Formatted="false">Loss damage waiver - LDW - is not insurance. It is an optional customer service which relieves the customer from responsibility for the loss of or damage to the rental car resulting from any cause provided the car is in accordance with the terms of the rental agreement.</Text>  
 </Paragraph>  
 <Paragraph>  
 <Text Formatted="false">Loss damage waiver varies according to car type.</Text>  
 </Paragraph>  
 <Paragraph>  
 <ListItem Formatted="false">USD 20.99 per day for ECAR, CCAR, CDAR, ICAR, IDAR, SCAR, FCAR, FDAR, SWAR, MCAN, IPAR, FPAR, CPAR, XDAR.</ListItem>  
 <ListItem Formatted="false">USD 25.99 per day for LCAR, LDAR, LWAR, PSAR, LXAR, XSAR, XXAR, XCAR, IJAR, SJAR, LFAR, PFAR, PWAR, LSAR.</ListItem>  
 <ListItem Formatted="false">USD 34.99 per day for PTAR.</ListItem>  
 <ListItem Formatted="false">USD 21.99 per day for all other car types.</ListItem>  
 </Paragraph>

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    </SubSection>
  </CoverageInfo>
  <CoverageFees>
    <CoverageFee>
      <Charge CurrencyCode="USD" TaxInclusive="false" IncludedInRate="false">
        <Calculation UnitCharge="20.99" UnitName="Day"/>
      </Charge>
    </CoverageFee>
    <Vehicles>
      <Vehicle AirConditionInd="true" TransmissionType="Automatic">
        <VehType VehicleCategory="1"/>
        <VehClass Size="1"/>
      </Vehicle>
      <Vehicle AirConditionInd="true" TransmissionType="Automatic">
        <VehType VehicleCategory="1"/>
        <VehClass Size="2"/>
      </Vehicle>
    </Vehicles>
  </CoverageFees>
</Coverage>
</Coverages>
</Liabilities>
<ServicesOffered>
  <OnLocationServices>
    <OnLocationService Type="ComputerDrivingDirections">
      <OnLocServiceDesc Title="Computerized Driving Directions - CDD">
        <SubSection>
          <Paragraph>
            <Text>Various airports offer an easy to use touch-screen for mapping out local
            routes to landmarks, hotels, tourist attractions, restaurants, etc., Which can be printed out and taken with you
            in your rental car. Computerized driving directions are available at this airport location.</Text>
          </Paragraph>
        </SubSection>
      </OnLocServiceDesc>
    </OnLocationService>
    <OnLocationService Type="ExpressReturnService">
      <OnLocServiceDesc Title="Instant Return Service">
        <SubSection>
          <Paragraph>
            <Text>Available to charge card customers at this airport location. You will meet a
            Hertz representative in the car return area and will be given a completed rental receipt from a hand-held
            computer. There is no need to go to the rental counter which saves you time.</Text>
          </Paragraph>
        </SubSection>
      </OnLocServiceDesc>
    </OnLocationService>
    <OnLocationService Type="SpecialNeeds">
      <OnLocServiceDesc Title="Special Needs">
        <SubSection>
          <Paragraph Name="Accessible Parking">
            <Text>All Hertz corporate locations have designated accessible parking at car
            return areas. Customers must provide their own handicapped permit. Due to safety reasons, Hertz does not
            provide identification cards or car stickers.</Text>
          </Paragraph>
          <Paragraph Name="Drivers for the Blind or Physically-Impaired Persons">
            <Text>A driver who has a valid drivers license and is at least 25 years of age may
            drive a Hertz car rented by a person with visual or other physical impairment.</Text>
          </Paragraph>
          <Paragraph Name="Telephone Service for the Hearing-Impaired">
            <Text>For persons with hearing or speech impairment, the Hertz worldwide
            reservation center offers a telephone device for the deaf--TDD--24 hours a day. Call toll free within the U.S. ...
            1-800-654-2280</Text>
          </Paragraph>
          <Paragraph>
            <Text>If the customer is unable to board the courtesy bus due to physical
            restrictions, during the hours of 0800-2000 they may use the Hertz phone located in the baggage claim area

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to call for pickup arrangements. The customer will be taken to the service center to complete their rental paperwork.</Text>

</Paragraph>  
</SubSection>  
</OnLocServiceDesc>  
</OnLocationService>  
<OnLocationService Type="FrequentRenter">  
<OnLocServiceDesc Title="Gold Service">

<SubSection>  
<Paragraph>  
<Text>Hertz number one club gold provides you with expedited \*counter\* service. Simply go to the specially designated gold counter where a Hertz representative will have a prepared rental agreement with the pre-selected car class, optional services and credit card taken care of. Our representative will check the drivers license, hand you your keys and you're on your way. When Hertz number one gold \*counter\* service is confirmed, the letters CNTR will be appended to the confirmation number.</Text>

</Paragraph>  
<Paragraph>  
<Text>Take the common bus to the car rental area. You will be met by a Hertz customer service representative who will advise the counter of your arrival. You will then go to the counter, show your driver's license, sign the gold log and collect your contract and keys.</Text>

</Paragraph>  
<Paragraph>  
<Text>Number One Club Gold applications can be requested by phone at 1-800-654-3131 or may be obtained through most travel agencies.</Text>

</Paragraph>  
</SubSection>  
</OnLocServiceDesc>  
</OnLocationService>  
</OnLocationServices>  
<OffLocationServices>  
<OffLocationService Type="CustPickUp">  
<OffLocServiceDesc>

<SubSection>  
<Paragraph Name="Prestige Pickup Service">  
<Text>Prestige Vehicle Customers will be picked up at hotels and resorts within a 15 mile radius of the prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise customer to call the location at 972-453-4785 and speak to a manager to finalize pickup arrangements.</Text>

</Paragraph>  
</SubSection>  
</OffLocServiceDesc>  
</OffLocationService>  
</OffLocationServices>  
<SpecialEquipments>  
<SpecialEquipment Type="18">  
<EquipDesc>  
<SubSection SubTitle="Spinner Kobs">  
<Paragraph>

<Text>The spinner knob is a device attached to the steering wheel allowing a physically disabled person easier steering movement. 72 hours advance booking is required. Available at no additional cost. This item cannot be reserved via this reservation system. To confirm, call your local Hertz reservation center.</Text>

</Paragraph>  
</SubSection>  
</EquipDesc>  
</SpecialEquipment>  
<SpecialEquipment Type="28">  
<EquipDesc>  
<SubSection SubTitle="Wheelchair Accessible Vans">  
<Paragraph>  
<Text>Wheelchair accessible vans are now available by calling your local Hertz reservation center. Hertz will then put you in touch with the wheelchair van company.</Text>

</Paragraph>  
</SubSection>  
</EquipDesc>  
</SpecialEquipment>

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<SpecialEquipment Type="7">
  <EquipDesc>
    <SubSection SubTitle="CSI - Child Seat Infant">
      <Paragraph>
        <Text>Infant seats are available at this location. The cost is USD 8.00 per day,
USD 40.00 per week up to a maximum charge of USD 60.00. This equipment is available for one-way rentals
at no additional charge. The seats commonly used by Hertz are the century Smartfit for infants up to 20
pounds. The seat is to be installed in the rear seat by the renter, facing toward the back. Should the renter
decline to install the seat, the Hertz representative may install the seat according to manufacturer
specifications.</Text>
      </Paragraph>
      <Paragraph>
        <Text>In California, child safety seats are required by law for children less than 2
years of age.</Text>
      </Paragraph>
    </SubSection>
  </EquipDesc>
  <EquipCharges>
    <EquipCharge TaxInclusive="false" CurrencyCode="USD">
      <MinMax MaxCharge="60.00"/>
      <Calculation UnitCharge="8.00" UnitName="Day"/>
      <Calculation UnitCharge="40.00" UnitName="Week"/>
    </EquipCharge>
  </EquipCharges>
</SpecialEquipment>
<SpecialEquipment Type="8">
  <EquipDesc>
    <SubSection SubTitle="CST - Child Seat Toddler">
      <Paragraph>
        <Text>Child seats are available at this location. The cost is USD 8.00 per day,
USD 40.00 per week up to a maximum charge of USD 60.00. This equipment is available for one-way rentals
at no additional charge. The seat commonly used by hertz is the century 2000 for children 21-40 pounds. The
seat is to be installed by the renter in the back seat of the car, facing forward. Should the renter decline to
install the seat, the Hertz representative may install the seat according to manufacturer specifications.</Text>
      </Paragraph>
      <Paragraph>
        <Text>In Texas, child safety seats are required by law for children less than 2
years of age.</Text>
      </Paragraph>
    </SubSection>
  </EquipDesc>
  <EquipCharges>
    <EquipCharge TaxInclusive="false" CurrencyCode="USD">
      <MinMax MaxCharge="60.00"/>
      <Calculation UnitCharge="8.00" UnitName="Day"/>
      <Calculation UnitCharge="40.00" UnitName="Week"/>
    </EquipCharge>
  </EquipCharges>
</SpecialEquipment>
<SpecialEquipment Type="11">
  <EquipDesc>
    <SubSection SubTitle="HCR - Hand Control Right">
      <Paragraph>
        <Text>Hand controlled equipment is a device that attaches to the brake and gas
pedal. This allows a person to drive the vehicle without using legs. It is available at no additional cost.
Equipment may be confirmed with 24 hours advance booking. If advance booking is not met, equipment will
be requested. The equipment may be used on one-way rentals free of charge. Right hand controls are not
installed on PXAR, LWAR, PSAR, LDAR, LXAR, XSAR, XXAR, XCAR, PVAR, FVAR, LVAR, FKAR, IJAR,
SJAR, FJAR, IPAR, XDAR, PWAR and may be requested only on STAR and SFAR. Renters must bring their
own handicapped parking permit as Hertz does not provide handicapped ID cards or car stickers.</Text>
      </Paragraph>
    </SubSection>
  </EquipDesc>
</SpecialEquipment>
<SpecialEquipment Type="12">
  <EquipDesc>

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        <SubSection SubTitle="HCL - Hand Control Left">
        <Paragraph>
        <Text>Hand controlled equipment is a device that attaches to the brake and gas
pedal. This allows a person to drive the vehicle without using legs. It is available at no additional cost.
Equipment may be confirmed with 24 hours advance booking. If advance booking is not met, equipment will
be requested. The equipment may be used on one-way rentals free of charge. Right hand controls are not
installed on PXAR, LWAR, PSAR, LDAR, LXAR, XSAR, XXAR, XCAR, PVAR, FVAR, LVAR, FKAR, IJAR,
SJAR, FJAR, IPAR, XDAR, PWAR and may be requested only on STAR and SFAR. Renters must bring their
own handicapped parking permit as Hertz does not provide handicapped ID cards or car stickers.</Text>
        </Paragraph>
        </SubSection>
        </EquipDesc>
    </SpecialEquipment>
    <SpecialEquipment Type="13">
    <EquipDesc>
        <SubSection SubTitle="NAV - Navigational System">
        <Paragraph>
        <Text>Neverlost is confirmable at this location. Neverlost is an on-board
navigational system. It is a route guidance system that provides turn-by-turn driving directions to thousands of
destinations within each participating locale by means of an in-car, 4 inch LCD video screen and computer
generated voice instructions. Neverlost is offered on CAR/IDAR/FCAR/FDAR/PCAR/LCAR at most locations,
at a cost of USD 8.00 per day, USD 40.00 per week.</Text>
        </Paragraph>
        </SubSection>
        </EquipDesc>
    </SpecialEquipment>
</SpecialEquipments>
</ServicesOffered>
</OTA_VehLocDetailRS>

```

## 5.4. OTA\_VehLocSearchRQ/RS

The Vehicle Location Search request message provides for a search of vendor locations based on input criteria. This allows the customer to find a location that is non-airport or a location when the customer does not know the airport code.

The criteria must be one or more of the following:

- a full address
- zip/postal code
- area code
- area code/exchange
- landmark name.

Note that only one search may be requested in the OTA\_VehLocSearchRQ message. Multiple searches require the sending of multiple OTA\_VehLocSearchRQ messages.

In the response, one or more vendor locations may be returned in a list format. The message shall include high-level information such as specific address and number of miles from the requested criteria. The response message may include “Warnings” from business processing rules or “Errors” if the request did not succeed.

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#### 5.4.1. Use Case1

Avis returns the following list of locations to the client:

London Heathrow Airport – located AT airport  
Northrop Rd.  
Hounslow, Middlesex  
London TW6 2QA  
United Kingdom Telephone: (44) 020 8899 1000

##### 5.4.1.1. Request: Vehicle Vendors at a Location

A traveler will be arriving at Heathrow Airport and inputs the airport code LHR to find out which rental car agencies are nearby.

##### OTA\_VehLocSearchRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocSearchRQ xmlns="http://www.opentravel.org/OTA/2003/05" EchoToken="18723222"
TimeStamp="2003-03-31T16:10:00Z" Version="1.002" Target="Production" SequenceNmbr="1566"
ReqRespVersion="2.001" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocSearchRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
      <BookingChannel Type="ADS" Primary="true"/>
    </Source>
    <Source>
      <RequestorID Type="TA" ID="91201504"/>
    </Source>
  </POS>
  <VehLocSearchCriterion ExactMatch="true" ImportanceType="Mandatory">
    <RefPoint>LHR</RefPoint>
  </VehLocSearchCriterion>
</OTA_VehLocSearchRQ>
```

##### 5.4.1.2. Response: Vehicle Vendors at a Location

Avis returns the following list of locations to the client:

London Heathrow Airport – located AT airport  
Northrop Rd.  
Hounslow, Middlesex  
London TW6 2QA  
United Kingdom Telephone: (44) 020 8899 1000

Park Road – located OFF Airport  
Sunbury-On-Thames TW16 5BZ  
United Kingdom Telephone: (44) 01932-781040

Park Royal – located OFF Airport  
243 Acton Lane  
London NW10 7NR  
United Kingdom Telephone: (44) 0208 453 1212



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Kingston Autoway Svc Station – located OFF Airport  
Shannon Corner Kingston Bypass  
New Malden Surrey KT3 6HF  
United Kingdom Telephone: (44) 020 8949 7850

London W14 (Kensington) – Located OFF Airport  
(Earls Court)  
181-183 Warwick Road  
London W14 8PU  
United Kingdom Telephone: (44) 0207-244

### OTA\_VehLocSearchRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocSearchRS EchoToken="18723222-J0AE-0940" SequenceNmbr="1566" Target="Production"
TimeStamp="2003-03-31T19:39:30Z" Version="2.001" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocSearchRS.xsd">
  <Success/>
  <VehMatchedLocs>
    <VehMatchedLoc>
      <LocationDetail AtAirport="true" Code="LHR" Name="London Heathrow Airport">
        <Address>
          <StreetNmbr>Northrop Rd</StreetNmbr>
          <AddressLine>Hounslow, Middlesex</AddressLine>
          <CityName>London</CityName>
          <PostalCode>TW6 2QA</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 020 8899 1000" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="HD3" Name="Park Road">
        <Address>
          <CityName>Sunbury-On-Thames</CityName>
          <PostalCode>TW16 5BZ</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 01932-781040" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="PR5" Name="Park Royal">
        <Address>
          <StreetNmbr>243 Acton Lane</StreetNmbr>
          <CityName>London</CityName>
          <PostalCode>NW10 7NR</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 0208 453 1212" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="KL7" Name="Kingston Autoway Svc Station">
        <Address>
          <StreetNmbr>Shannons Cornr Kingston Bypass</StreetNmbr>
          <CityName>New Malden Surrey</CityName>
          <PostalCode>KT3 6HF</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
```

---

```

        <Telephone PhoneNumber="(44) 020 8949 7850" FormattedInd="false"/>
    </LocationDetail>
</VehMatchedLoc>
<VehMatchedLoc>
    <LocationDetail AtAirport="false" Code="LO3" Name="London W14 (Kensington)">
        <Address>
            <StreetNmbr>(Earls Court)</StreetNmbr>
            <AddressLine>181-183 Warwick Rd</AddressLine>
            <CityName>London</CityName>
            <PostalCode>W14 8PU</PostalCode>
            <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 0207-244 6577" FormattedInd="false"/>
    </LocationDetail>
</VehMatchedLoc>
</VehMatchedLocs>
<Vendor>Avis</Vendor>
</OTA_VehLocSearchRS>

```

## 5.5. OTA\_VehModifyRQ/RS

The Vehicle Modify message set is intended for customers to change information on an existing reservation. The Vehicle Modify message sets do not require a Retrieve Reservation message set to be used prior to the modify, but may be used in conjunction with one. The Vehicle Modify message set can only be used for a single, specific reservation and cannot be used to change multiple reservations at one time. A Vehicle Modify message set can be a single phase or two-phase approach. For a single-phase message the client simply requests to “modify this reservation as follows....”. A two-phase message introduces the concept of a “what if” question (what if I modify this message as follows?). The response to the first phase will identify any penalties, any subsequent costs, etc. The second phase is where the action is confirmed to “go ahead and complete the request” or “ignore the request I just sent.”

The purpose of the request message is indicated using the Type Attribute:

- **Initiate**—indicates the initial request
- **Ignore**—stop the request
- **Confirm**—to complete the modification

The state of the response message using the Status Attribute:

- **Pending**—modification is possible but not completed
- **Ignored**— modification ignored
- **Cancelled**— modification completed

Vehicle Modify could be used in any of the following circumstances:

- Flight may be delayed or cancelled and customer would need to update their reservation arrival.
- Customer has additional passengers so would need to change the car reserved.

- Customer now requires special equipment that was not on their original reservation.
- Customer has changed travel plans to fly in to a different city so will need to adjust the arrival city.
- Customer has changed travel plans to fly in or out on a different date and/or time so will need to adjust the dates and/or times.
- Customer originally listed on the reservation is not going so the name on the reservation would need to change.

There are many other individual elements that could be changed but these are too numerous to list.

### 5.5.1. Use Case 1

This use case assumes that a single reservation has already been retrieved. For additional information, see use case for Retrieve Reservation.

#### 5.5.1.1. Request: Modify a Reservation Following Reservation Retrieval

Jeanne Grey reviews the information in the reservation and changes her drop-off date and time to July 27 at 6:30 pm. Since she is keeping the car for an extra day, this will have the effect of changing her rate and total charges.

#### OTA\_VehModifyRQ.xml

```
<OTA_VehModifyRQ EchoToken="JSP1234" TimeStamp="2001-12-17T09:30:47-05:00" Version="1.002"
SequenceNmbr="1"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehModifyRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="1" ID="TrailFinders"/>
      <!-- Type 1= Customer -->
    </Source>
    <Source>
      <RequestorID Type="6" ID="0108146B"/>
      <!-- Type 5= Travel agency, 6= Airline, 11= Tour Operator, 16= Reference -->
    </Source>
  </POS>
  <VehModifyRQCore Status="Available" ModifyType="Modify">
    <UniqueID Type="14" ID="04235134US1"/>
    <!-- Type 14= Reservation -->
    <VehRentalCore PickupDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-27T18:30:00">
      <PickUpLocation LocationCode="STL"/>
      <ReturnLocation LocationCode="STL"/>
    </VehRentalCore>
    <Customer>
      <Primary>
        <PersonName>
          <GivenName>Jeanne</GivenName>
          <Surname>Grey</Surname>
        </PersonName>
        <CitizenCountryName Code="US"/>
      </Primary>
    </Customer>
    <VendorPref CompanyShortName="Avis">Avis Rent-A-Car</VendorPref>
  </VehModifyRQCore>
</OTA_VehModifyRQ>
```

---

```
<VehPref TypePref="Preferred" ClassPref="Only" AirConditionPref="Only" TransmissionPref="Only"
TransmissionType="Manual">
  <VehType VehicleCategory="1"/>
  <!-- 1=car, 2=van, 3=SUV-->
  <VehClass Size="5"/>
  <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10= prem -->
</VehPref>
<RateQualifier RateQualifier="F7" RateCategory="8G"/>
<!-- RateCategory 2=business, 3=leisure, 6=all -->
</VehModifyRQCore>
</OTA_VehModifyRQ>
```

#### 5.5.1.2. Response: Modify a Reservation

The system confirms the change with the following information

Confirmation Number: 451J72  
Name: Jeanne Grey  
Pick Up Date: July 25, 2003 at 3:30 pm  
Drop Off Date: July 27, 2003 at 6:30 pm

Rental Office Address and Phone Number:  
ST. LOUIS AIRPORT (ON-SITE)  
10278 NATURAL BRIDGE ROAD  
BERKELEY, MO 63134-3313  
(314) 552-2500

Office Hours:  
24 hours a day, 7 days a week

#### Car and Rate Information:

Intermediate  
\$36.00 (Daily 2 Days @ 18.00)  
\$ 6.00 (Hourly 3 hours @ 2.00)  
\$10.00 (SURCHARGE 2 Days @ 5.00)  
\$52.00 (Subtotal)

SURCHARGE  
\$2.10 (AIRPORT ACCESS FEE)

Total charges \$54.10

Unlimited free miles

#### OTA\_VehModifyRS.xml

```
<OTA_VehModifyRS EchoToken="JSP12345" Target="Production" Version="2.001" SequenceNmbr="0"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehModifyRS.xsd">
```

---

```

<Success/>
<VehModifyRSCore ModifyStatus="Modified">
  <VehReservation>
    <Customer>
      <Primary/>
    </Customer>
    <VehSegmentCore>
      <ConflID Type="14" ID="04235134US1"/>
      <Vendor>Avis</Vendor>
      <VehRentalCore PickupDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-
27T18:30:00">
        <PickUpLocation LocationCode="STL" CodeContext="IATA"/>
        <ReturnLocation LocationCode="STL" CodeContext="IATA"/>
      </VehRentalCore>
      <Vehicle AirConditionInd="true" TransmissionType="Manual">
        <VehType VehicleCategory="1"/>
        <!-- 1=car, 2=van, 3=SUV-->
        <VehClass Size="5"/>
        <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10=
prem-->
      </Vehicle>
      <RentalRate>
        <RateDistance Unlimited="true" DistUnitName="Mile" VehiclePeriodUnitName="RentalPeriod"/>
        <VehicleCharges>
          <VehicleCharge TaxInclusive="false" GuaranteedInd="false" IncludedInRate="true"
Amount="42.00" CurrencyCode="USD" Purpose="1">
            <TaxAmounts>
              <TaxAmount Total="5.58" CurrencyCode="USD" Description="Includes taxes and
surcharges"/>
            </TaxAmounts>
            <Calculation UnitName="Day" UnitCharge="18.00" Quantity="2"/>
            <Calculation UnitName="Hour" UnitCharge="2.00" Quantity="3"/>
          </VehicleCharge>
          <VehicleCharge TaxInclusive="true" Description="Additional Distance Charge"
GuaranteedInd="false" IncludedInRate="false" Amount="0.00" CurrencyCode="USD" Purpose="8"/>
          <VehicleCharge TaxInclusive="true" Description="Surcharge" GuaranteedInd="false"
IncludedInRate="false" Amount="10.00" CurrencyCode="USD" Purpose="5"/>
          <VehicleCharge TaxInclusive="true" Description="Airport Access Fee" GuaranteedInd="false"
IncludedInRate="false" Amount="2.10" CurrencyCode="USD" Purpose="5"/>
        </VehicleCharges>
        <RateQualifier RateCategory="2" RateQualifier="8G"/>
      </RentalRate>
      <TotalCharge RateTotalAmount="42.00" EstimatedTotalAmount="54.10" CurrencyCode="USD"/>
    </VehSegmentCore>
    <VehSegmentInfo>
      <PricedCoverages>
        <PricedCoverage>
          <Coverage CoverageType="1" Code="ALI">
            <Details CoverageTextType="Description">Additional Liability Insurance (ALI)</Details>
          </Coverage>
          <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="10.95" CurrencyCode="USD"/>
        </PricedCoverage>
        <PricedCoverage>
          <Coverage CoverageType="35" Code="PEP">
            <Details CoverageTextType="Description">Personal Effects Protection (PEP)</Details>
          </Coverage>
          <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="1.00" CurrencyCode="USD"/>
        </PricedCoverage>
        <PricedCoverage>
          <Coverage CoverageType="32" Code="PAI">
            <Details CoverageTextType="Description">Personal Accident Insurance (PAI)</Details>
          </Coverage>
          <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="2.00" CurrencyCode="USD"/>
        </PricedCoverage>
      </PricedCoverages>
    </VehSegmentInfo>
  </VehReservation>
</VehModifyRSCore>

```

---

```

        </PricedCoverage>
    </PricedCoverages>
    <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Pickup Location">
        <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
            <PostalCode>63134-3300</PostalCode>
            <StateProv StateCode="MO">Missouri</StateProv>
            <CountryName Code="US">U S A</CountryName>
        </Address>
        <Telephone PhoneNumber="(1) 314-552-2500"/>
    </LocationDetails>
    <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Return Location">
        <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
            <PostalCode>63134-3300</PostalCode>
            <StateProv StateCode="MO">Missouri</StateProv>
            <CountryName Code="US">U S A</CountryName>
        </Address>
        <Telephone PhoneNumber="(1) 314-552-2500"/>
    </LocationDetails>
</VehSegmentInfo>
</VehReservation>
</VehModifyRSCore>
</OTA_VehModifyRS>

```

## 5.6. OTA\_VehResRQ/RS

The Reservation message set is intended for a single reservation. This message set requires the customer to specify the location, either by a location search or by knowledge of the rental facility . This message set assumes the customer has already performed some kind of location search and pinpointed a specific rental branch. An Availability with Rates message set may have been exchanged prior to the Reservation message set, but this is not required. A vendor may make a single reservation upon receiving only the reservation message.

The Reservation messages can be used in any of the following circumstances:

- Customer is performing a single booking and will come into the branch office to pick-up and drop off the vehicle.
- Customer requires a pick-up service at their home or office. In this case, the *Off Location Services* element can be used to provide basic address information as well as special instructions.
- Customer requires delivery and collection service, where a car will be delivered to a specific location and the keys left in a secure place. Again, the *Off Location Services* element can be used to hold address information as well as special instructions.

Rates are already known to the customer or trading partner and only a reservation is needed to communicate the rental need.

---

Special equipment, such as hand controls or a baby seat can be accommodated through this message set. Special equipment can be returned related to a specific car, rather than as part of the more general reservation. Special circumstances such as chauffeur-driven cars are not specifically accommodated in this message.

## 5.6.1. Use Case1

### 5.6.1.1. Request: Vehicle Reservation

Mr. Joe Bailey would like to rent an Intermediate car (with automatic transmission and air conditioning) in Oklahoma City. Mr. Bailey has indicated that he would like a 4-door car and will need a child seat. He will be arriving in Oklahoma City on American Airlines flight 1234 and will be picking up the car at the Oklahoma City Airport on November 1 at 10:30 a.m. and returning the car to the same location on November 9 at 10:00 a.m. He has indicated that he would prefer to rent from Hertz

Mr. Bailey has included his mailing address, phone number, e-mail address, Hertz #1 Club Gold number and American Airlines frequent flyer number in his rental request. Mr. Bailey has also included his Visa as the payment card for the rental.

#### OTA\_VehResRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehResRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_VehResRQ.xsd" Version="1.002">
  <POS>
    <Source PseudoCityCode="WXYZ" ISOCountry="US">
      <RequestorID Type="5" ID="88888888"/>
    </Source>
    <Source>
      <RequestorID Type="4" ID="T185">
        <CompanyName>Fun Travel</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <VehResRQCore Status="All">
    <VehRentalCore PickupDateTime="2003-11-01T10:30:00" ReturnDateTime="2003-11-
09T10:00:00">
      <PickUpLocation LocationCode="OKC"/>
      <ReturnLocation LocationCode="OKC"/>
    </VehRentalCore>
    <Customer>
      <Primary>
        <PersonName>
          <NamePrefix>Mr.</NamePrefix>
          <GivenName>Joe</GivenName>
          <Surname>Bailey</Surname>
          <NameSuffix>Jr.</NameSuffix>
        </PersonName>
        <Telephone PhoneTechType="1" AreaCityCode="405" PhoneNumber="5555828"/>
        <Email EmailType="2">JoeBailey@work.com</Email>
        <Address Type="2">
          <StreetNmbr>123 Elm St.</StreetNmbr>
          <CityName>Oklahoma City</CityName>
          <PostalCode>73112</PostalCode>
        </Address>
      </Primary>
    </Customer>
  </VehResRQCore>
</OTA_VehResRQ>
```

---

```

        <StateProv>Oklahoma</StateProv>
      </Address>
      <CustLoyalty ProgramID="ZE" MembershipID="86720798" TravelSector="2"/>
      <CustLoyalty ProgramID="AA" MembershipID="1234567890" TravelSector="1"/>
    </Primary>
  </Customer>
  <VendorPref CompanyShortName="Hertz" Code="ZE" PreferLevel="Preferred"/>
  <VehPref AirConditionInd="true" TransmissionType="Automatic">
    <VehType VehicleCategory="1" DoorCount="4"/>
    <VehClass Size="6"/>
  </VehPref>
  <DriverType Age="29"/>
  <RateQualifier TravelPurpose="1" CorpDiscountNmbr="12345"/>
  <SpecialEquipPrefs>
    <SpecialEquipPref EquipType="8" Quantity="1"/>
  </SpecialEquipPrefs>
</VehResRQCore>
<VehResRQInfo>
  <ArrivalDetails TransportationCode="14" Number="1234">
    <OperatingCompany Code="AA"/>
  </ArrivalDetails>
  <RentalPaymentPref>
    <PaymentCard CardType="1" CardCode="VI" CardNumber="4128000548320918"
    ExpireDate="0707">
      <CardHolderName>Joe Bailey Jr</CardHolderName>
    </PaymentCard>
  </RentalPaymentPref>
</VehResRQInfo>
</OTA_VehResRQ>

```

#### 5.6.1.2. Event: Response

Hertz confirms Mr. Bailey's booking and returns the following information:  
 Confirmation Number: C21358AC036

##### **Recap of rental information:**

Pickup Date/Time: 11/1/2003 at 10:30 a.m.  
 Return Date/Time: 11/9/2003 at 10:00 a.m.  
 Pickup/Return Location: OKC  
 Vehicle Information: Intermediate 4-door car with automatic transmission and  
 a/c  
 Vehicle Descriptive Text: "FORD CONTOUR OR SIMILAR"  
 Rental Rate Information:  
 Mileage: Unlimited  
 Base Rate Total: USD \$200.00  
 Tax Information: USD \$24.00 / 12%  
 Rate Breakdown: \$150.00 per week / \$50.00 per day  
 Rate Category/Plan: Leisure - ABC123  
 Equipment Charges: USD \$30.00 - \$25.00/week - \$5.00/day  
 Fees: 1 @ \$25 and 1 @ \$75

##### **Additional Information:**

Advisory text



---

## Location Information (name, address and phone number)

### OTA\_VehResRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehResRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehResRS.xsd" Version="2.001">
  <Success/>
  <VehResRSCore>
    <VehReservation>
      <Customer>
        <Primary>
          <PersonName>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>JOE</GivenName>
            <Surname>BAILEY</Surname>
            <NameSuffix>Jr.</NameSuffix>
          </PersonName>
        </Primary>
      </Customer>
      <VehSegmentCore>
        <ConfID Type="14" ID="C21358AC036"/>
        <Vendor CompanyShortName="Hertz" Code="ZE"/>
        <VehRentalCore PickupDateTime="2003-11-01T10:30:00" ReturnDateTime="2003-11-
09T10:00:00">
          <PickUpLocation LocationCode="OKC"/>
          <ReturnLocation LocationCode="OKC"/>
        </VehRentalCore>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic">
          <VehType VehicleCategory="1" DoorCount="4"/>
          <VehClass Size="6"/>
          <VehMakeModel Name="FORD CONTOUR OR SIMILAR"/>
        </Vehicle>
        <RentalRate>
          <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="RentalPeriod"/>
          <VehicleCharges>
            <VehicleCharge Amount="200.00" CurrencyCode="USD" TaxInclusive="false"
GuaranteedInd="true" Purpose="1">
              <TaxAmounts>
                <TaxAmount Total="24.00" CurrencyCode="USD" Percentage="12.00"
Description="Tax"/>
              </TaxAmounts>
              <Calculation UnitCharge="150.00" UnitName="Week" Quantity="0001"/>
              <Calculation UnitCharge="50.00" UnitName="Day" Quantity="0001"/>
            </VehicleCharge>
          </VehicleCharges>
          <RateQualifier RateCategory="3" RateQualifier="ABC123"/>
        </RentalRate>
        <PricedEquips>
          <PricedEquip>
            <Equipment EquipType="8"/>
            <Charge Amount="30.00" CurrencyCode="USD" TaxInclusive="false"
IncludedInRate="false">
              <TaxAmounts>
                <TaxAmount Total="3.90" CurrencyCode="USD" Percentage="12"/>
              </TaxAmounts>
              <Calculation UnitCharge="25.00" UnitName="Week" Quantity="0001"/>
              <Calculation UnitCharge="5.00" UnitName="Day" Quantity="0001"/>
            </Charge>
          </PricedEquip>
        </PricedEquips>
      </VehSegmentCore>
    </VehReservation>
  </VehResRSCore>
</OTA_VehResRS>
```

---

```

        </PricedEquips>
        <Fees>
          <Fee Amount="25.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE A:" Purpose="5"/>
          <Fee Amount="75.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE B:" Purpose="5"/>
        </Fees>
        <TotalCharge RateTotalAmount="200.00" EstimatedTotalAmount="324.00"
CurrencyCode="USD"/>
        </VehSegmentCore>
        <VehSegmentInfo>
        <VendorMessages>
          <VendorMessage>
            <SubSection>
              <Paragraph>
                <Text>GOOD DRIVING RECORD REQUIRED</Text>
                <Text>GOLD SERVICE CONFIRMED</Text>
              </Paragraph>
            </SubSection>
          </VendorMessage>
        </VendorMessages>
        <LocationDetails AtAirport="true" Code="OKCT11" Name="OKC-WILL ROGERS WORLD AP">
          <Address>
            <StreetNmbr>7100 Terminal Drive</StreetNmbr>
            <CityName>Oklahoma City</CityName>
            <PostalCode>73999</PostalCode>
            <StateProv>Oklahoma</StateProv>
          </Address>
          <Telephone PhoneTechType="1" AreaCityCode="405" PhoneNumber="6812341"/>
        </LocationDetails>
        </VehSegmentInfo>
      </VehReservation>
    </VehResRSCore>
  </OTA_VehResRS>

```

## 5.7. OTA\_VehRetResRQ/RS

The Vehicle Retrieve Reservation message set is intended for customers to display their previously made reservation. This message set will allow a customer to retrieve one specific reservation or receive a list of reservations that match specific criteria. At least one field is required for a reservation match to occur. These fields are unique ID (reservation number) name, phone number or customer loyalty number. Trading partners may make additional fields mandatory. In the case where a list of reservations is retrieved, the list will provide key high- level information; such as, dates and times, pick-up location, name and type of class of the vehicle. From the list, the customer can then drill down and retrieve one specific reservation.

Vehicle Retrieve Reservation Request and Response could be used in any of the following circumstances:

- Customer would want to verify all information as being accurate. This reservation may have been made months ago or by a third party. The traveler may wish to verify that the reservation was made accurately and that all the information has not changed from the time the reservation was made.

- Customer is on the road and does not have his itinerary for his next location. Depending on the trading partner, this customer would be able to retrieve the reservation and see their next location or a list of locations to which they are going.
- Customer may want to modify their reservation. Depending on the trading partner, a Vehicle Retrieve Reservation may be required before a *Vehicle Modify* can be done.
- Customer wants to modify or cancel an existing reservation, but does not have the Unique ID (reservation number). In this case, the retrieve message function could be used to retrieve a list of reservations that matched the search criteria and the customer could then select a single reservation from the list on which to perform further action.

One of the following is required to complete a Vehicle Retrieve Reservation Request: a Unique ID, Customer Loyalty, or PersonName. Many companies may require a combination of these three. Other optional items are pickup information, telephone number, and vendor.

A Vehicle Retrieve Reservation Response may provide the same information as the Vehicle Reservation Response message.

### 5.7.1. Use Case 1

#### 5.7.1.1. Request: Retrieve Reservation by Confirmation Number

Jeanne Grey has previously made a vehicle reservation with Avis, but she now needs to keep the car an extra day. Jeanne sends her reservation confirmation number of 451J72 and last name to the system.

#### OTA\_VehRetResRQ.xml

```
<OTA_VehRetResRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehRetResRQ.xsd" Version="1.002"
EchoToken="JSP12345">
  <POS>
    <Source>
      <RequestorID Type="1" ID="TrailFinders"/>
      <!-- Type 1= Customer -->
    </Source>
  </POS>
  <VehRetResRQCore>
    <UniqueID Type="14" ID="04235134US1"/>
    <!-- Type 14= Reservation -->
    <PersonName>
      <Surname>Grey</Surname>
    </PersonName>
  </VehRetResRQCore>
</OTA_VehRetResRQ>
```

---

### 5.7.1.2. Response: Reservation Returned

Avis returns the following information:

Confirmation Number: 451J72  
Name: Jeanne Grey  
Pick Up Date: July 25, 2003 at 3:30 pm  
Drop Off Date: July 26, 2003 at 8:30 am

Rental Office Address and Phone Number:  
ST. LOUIS AIRPORT (ON-SITE)  
10278 NATURAL BRIDGE ROAD  
BERKELEY, MO 63134-3300  
(314) 552-2500

Office Hours:  
24 hours a day, 7 days a week.

Car and Rate Information:  
Intermediate  
\$18.00 (Daily 1 Days @ 18.00)  
\$5.00 (SURCHARGE 1 Days @ 5.00)  
\$23.00 (Subtotal)

SURCHARGE  
\$2.10 (AIRPORT ACCESS FEE)

Total charges \$25.10

Unlimited free miles

### OTA\_VehRetResRS.xml

```
<OTA_VehRetResRS EchoToken="JSP12345" Target="Production" Version="1.002" SequenceNmbr="0"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehRetResRS.xsd">
  <Success/>
  <VehRetResRSCore>
    <VehReservation>
      <Customer>
        <Primary/>
      </Customer>
      <VehSegmentCore>
        <ConfilD Type="14" ID="04235134US1"/>
        <Vendor>Avis</Vendor>
        <VehRentalCore PickUpDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-
26T08:30:00">
          <PickUpLocation LocationCode="STL" CodeContext="IATA"/>
          <ReturnLocation LocationCode="STL" CodeContext="IATA"/>
        </VehRentalCore>
        <Vehicle AirConditionInd="true" TransmissionType="Manual">
          <VehType VehicleCategory="1"/>
          <!-- 1=car, 2=van, 3=SUV-->
          <VehClass Size="5"/>
        </Vehicle>
      </VehSegmentCore>
    </VehReservation>
  </VehRetResRSCore>
</OTA_VehRetResRS>
```

```

        <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10=
prem-->
    </Vehicle>
    <RentalRate>
        <RateDistance Unlimited="true" DistUnitName="Mile" VehiclePeriodUnitName="RentalPeriod"/>
        <VehicleCharges>
            <VehicleCharge TaxInclusive="false" GuaranteedInd="false" IncludedInRate="true"
Amount="18.00" CurrencyCode="USD" Purpose="1"/>
            <TaxAmounts>
                <TaxAmount Total="2.39" CurrencyCode="USD" Description="Includes taxes and
surcharges"/>
            </TaxAmounts>
            <Calculation UnitName="Day" UnitCharge="18.00" Quantity="1"/>
        </VehicleCharge>
        <VehicleCharge TaxInclusive="true" Description="Additional Distance Charge" GuaranteedInd="false"
IncludedInRate="false" Amount="0.00" CurrencyCode="USD" Purpose="8"/>
        <VehicleCharge TaxInclusive="true" Description="Surcharge" GuaranteedInd="false" IncludedInRate="false"
Amount="5.00" CurrencyCode="USD" Purpose="5"/>
        <VehicleCharge TaxInclusive="true" Description="Airport Access Fee" GuaranteedInd="false"
IncludedInRate="false" Amount="2.10" CurrencyCode="USD" Purpose="5"/>
    </VehicleCharges>
    <RateQualifier RateCategory="2" RateQualifier="8G"/>
</RentalRate>
<TotalCharge RateTotalAmount="18.00" EstimatedTotalAmount="25.10" CurrencyCode="USD"/>
</VehSegmentCore>
<VehSegmentInfo>
    <PricedCoverages>
        <PricedCoverage>
            <Coverage CoverageType="1" Code="ALI">
                <Details CoverageTextType="Description">Additional Liability Insurance (ALI)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="10.95" CurrencyCode="USD"/>
        </PricedCoverage>
        <PricedCoverage>
            <Coverage CoverageType="35" Code="PEP">
                <Details CoverageTextType="Description">Personal Effects Protection (PEP)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="1.00" CurrencyCode="USD"/>
        </PricedCoverage>
        <PricedCoverage>
            <Coverage CoverageType="32" Code="PAI">
                <Details CoverageTextType="Description">Personal Accident Insurance (PAI)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="2.00" CurrencyCode="USD"/>
        </PricedCoverage>
    </PricedCoverages>
    <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Pickup Location">
        <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
            <PostalCode>63134-3300</PostalCode>
            <StateProv StateCode="MO">Missouri</StateProv>
            <CountryName Code="US">U S A</CountryName>
        </Address>
        <Telephone PhoneNumber="(1) 314-552-2500"/>
    </LocationDetails>
    <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Return Location">
        <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
            <PostalCode>63134-3300</PostalCode>

```

---

```
<StateProv StateCode="MO">Missouri</StateProv>
<CountryName Code="US">U S A</CountryName>
</Address>
<Telephone PhoneNumber="(1) 314-552-2500"/>
</LocationDetails>
</VehSegmentInfo>
</VehReservation>
</VehRetResRSCore>
</OTA_VehRetResRS>
```

---

## Section 6—Golf Tee Times

The OTA Golf Tee Times provides three separate request/response pairs of messages to support the functionality of requesting data from another system in the process of finding a golf course, inquiring as to availability, and booking a tee time. All message sets assume a pull model, where the originating system requests a specific set of data (as agreed by trading partners).

All messages assume the no-state, meaning that the originating system will initiate the transaction and expect a response from the queried system. All message responses include the request identification. Responses may be returned in any order.

### 6.1. OTA\_GolfCourseAvailRQ/RS

- **OTA\_GolfCourseAvailRQ**—Sends a request for course availability to another system. All the elements and attributes are optional, unless otherwise stated as required.
- **OTA\_GolfCourseAvailRS**—Returns the requested set of data if the request can be processed, or includes warnings from business processing rules or errors if the request did not succeed.

#### 6.1.1. Use Case 1

##### 6.1.1.1. Request: Golf Course Availability

Herman and three of his friends would like to play golf on October 31 and tee off between 1:00 and 2:30. They are interested in playing at the course with the identifier of FL1234. The maximum price that they want to pay for 18 holes is \$80.00 per person. Herman sends a request message checking on the availability and cost for 18 holes of golf.

#### OTA\_GolfCourseAvailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseAvailRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseAvailRQ.xsd"
  EchoToken="12345" TimeStamp="1003-05-31T13:20:00-05:00" Target="Production" Version="1.001"
  SequenceNmbr="123456">
  <GolfCourseTeeTimes CourseID="FL1234">
    <GolfCourseTeeTime Start="2003-10-31T13:00:00" End="2003-10-31T14:30:00"
      NumberOfGolfers="4" NumberOfHoles="18" NumberOfTimes="1" MaxPrice="80.00" CurrencyCode="USD">
    </GolfCourseTeeTime>
  </GolfCourseTeeTimes>
</OTA_GolfCourseAvailRQ>
```

---

### 6.1.1.2. Response: Golf Course Availability

Herman receives a response indicating that there is availability on October 31 between 1:00 and 2:30. The green fee is \$70.00 per person with a cart fee of \$11.00 per person.

#### OTA\_GolfCourseAvailRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseAvailRS.xsd"
EchoToken="12345" TimeStamp="2003-05-31T13:20:00-05:00" Target="Production" Version="1.001"
SequenceNmbr="123456">
  <Success/>
  <UniqueID Type="4" ID="FL1234">
  </UniqueID>
  <GolfCourseTeeTimes>
    <GolfCourseTeeTime Start="2003-10-31T13:00:00" End="2003-10-31T14:30:00"
NumberOfGolfers="4" NumberOfHoles="18" NumberOfTimes="1" MaxPrice="80.00" CurrencyCode="USD">
      <Fees>
        <Fee TaxInclusive="true" Amount="70.00" CurrencyCode="USD">
          <Description Name="GreensFee">
            <Text Formatted="false" Language="EN"/>
          </Description>
        </Fee>
        <Fee TaxInclusive="true" Amount="11.00" CurrencyCode="USD">
          <Description Name="CartFee">
            <Text Formatted="false" Language="EN"/>
          </Description>
        </Fee>
      </Fees>
    </GolfCourseTeeTime>
  </GolfCourseTeeTimes>
</OTA_GolfCourseAvailRS>
```

## 6.2. OTA\_GolfCourseResRQ/RS

- **OTA\_GolfCourseResRQ**—Sends a request for a reservation to another system. All the elements and attributes are optional, unless otherwise stated as required.
- **OTA\_GolfCourseResRS**—Returns the requested reservation if the request can be processed, or includes warnings from business processing rules or errors if the request did not succeed.

### 6.2.1. Use Case 1

#### 6.2.1.1. Request: Golf Course Reservation

Bobby Jones wishes to play a round of golf with a friend on June 10 teeing off at 11:06. He also wants to reserve one golf cart. Bobby sends a reservation request to a golf course with the identifier FL1234. The reservation includes his name, address, phone number and credit card information.



## OTA\_GolfCourseResRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseResRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseResRQ.xsd"
  EchoToken="12345" TimeStamp="2003-05-30T13:20:00Z" Target="Production" Version="1.002"
  SequenceNmbr="123456" ID="FL1234" Notification="true">
  <GolfCoursesRes>
    <GolfCourseRes Status="New" StatusMessage="New Reservation Request"
      ResponderResConfID="11223344" RequestorResID="22113344">
      <Rounds>
        <Round RoundID="23456" PlayDateTime="2003-06-10T11:06:00" NumberOfGolfers="2"
          StartingTee="1" NumberOfCarts="1" Amount="140.00" CurrencyCode="USD">
          <Charges>
            <Charge TaxInclusive="true" Code="7" Amount="70.00" CurrencyCode="USD">
              <Description Name="Standard Rate - Tourist">
                <Text Formatted="false" Language="EN"/>
              </Description>
            </Charge>
          </Charges>
          <Golfers>
            <Golfer Gender="Male" BirthDate="1923-06-03">
              <Memberships>
                <Membership ProgramID="NGCOA" MembershipID="4123546"/>
              </Memberships>
              <PaymentForm>
                <PaymentCard CardType="1" CardCode="AX"
                  CardNumber="3145234356876223" SeriesCode="1122334" EffectiveDate="0800" ExpireDate="0804">
                  <CardHolderName>Mr. Bobby Jones</CardHolderName>
                  <CardIssuerName BankID="1122334455"/>
                </PaymentCard>
              </PaymentForm>
              <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Bobby</GivenName>
                <Surname>Jones</Surname>
              </PersonName>
              <Address Type="1">
                <StreetNmbr>123 Augusta Lane</StreetNmbr>
                <CityName>Atlanta</CityName>
                <PostalCode>23456</PostalCode>
                <StateProv StateCode="GA">Georgia</StateProv>
                <CountryName Code="US">United States</CountryName>
              </Address>
              <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="703"
                PhoneNumber="444-5555"/>
            </Golfer>
          </Golfers>
          <RateQualifiers>
            <RateQualifier RateQualifier="NGCOA">
            </RateQualifier>
          </RateQualifiers>
        </Round>
      </Rounds>
      <ResID Type="14" ID="123">
      </ResID>
    </GolfCourseRes>
  </GolfCoursesRes>
</OTA_GolfCourseResRQ>
```

### 6.2.1.2. Response: Golf Course Reservation Confirmation

A response is sent to Bobby confirming his reservation and giving him a reservation id. The response also contains information concerning cancellation penalties and date and time by which a cancellation must be made.

#### OTA\_GolfCourseResRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseResRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseResRS.xsd"
  EchoToken="12345" TimeStamp="2003-05-30T13:20:00Z" Target="Production" Version="1.002"
  SequenceNmbr="123456" ID="FL1234">
  <Success/>
  <GolfCoursesRes>
    <GolfCourseRes Status="New" StatusMessage="New Reservation Request"
      RequestorResID="AC4132" ResponderResConfID="11223344">
      <Rounds>
        <Round RoundID="23456" PlayDateTime="2003-06-10T11:06:00" NumberOfGolfers="2"
          StartingTee="1" NumberOfCarts="1" Amount="140.00" CurrencyCode="USD">
          <Charges>
            <Charge TaxInclusive="true" Code="7" Amount="70.00" CurrencyCode="USD">
              <Description Name="Standard Rate - Tourist">
                <Text Formatted="false" Language="EN"/>
              </Description>
            </Charge>
          </Charges>
          <Cancel CancelByDate="2003-06-10T11:06:00" Amount="55.00" CurrencyCode="USD"/>
          <Golfers>
            <Golfer Gender="Male" BirthDate="1923-06-03">
              <Memberships>
                <Membership ProgramID="NGCOA" MembershipID="4123546"/>
              </Memberships>
              <PaymentForm>
                <PaymentCard CardType="1" CardCode="AX"
                  CardNumber="3145234356876223" SeriesCode="1122334" EffectiveDate="0800" ExpireDate="0804">
                  <CardHolderName>Mr. Bobby Jones</CardHolderName>
                  <CardIssuerName BankID="1122334455"/>
                </PaymentCard>
              </PaymentForm>
              <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Bobby</GivenName>
                <Surname>Jones</Surname>
              </PersonName>
              <Address Type="1">
                <StreetNmbr>123 Augusta Lane</StreetNmbr>
                <CityName>Atlanta</CityName>
                <PostalCode>23456</PostalCode>
                <StateProv StateCode="GA">Georgia</StateProv>
                <CountryName Code="US">United States</CountryName>
              </Address>
              <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="703"
                PhoneNumber="444-5555"/>
            </Golfer>
          </Golfers>
          <RateQualifiers>
            <RateQualifier RateQualifier="NGCOA">
            </RateQualifier>
          </RateQualifiers>
        </Round>
      </Rounds>
    </GolfCourseRes>
  </GolfCoursesRes>
</OTA_GolfCourseResRS>
```

```

        <ResID Type="14" ID="123">
    </ResID>
    </GolfCourseRes>
</GolfCoursesRes>
</OTA_GolfCourseResRS>

```

### 6.3. OTA\_GolfCourseSearchRQ/RS

- **OTA\_GolfCourseSearchRQ**—Sends a request for course information to another system. All the elements and attributes are optional, unless otherwise stated as required. The requesting system may request a detailed or summary response.
- **OTA\_GolfCourseSearchRS**—Returns a set of data representing the course(s) that meet the requested criteria. Where the criteria attribute of Required is “Yes” then only those courses that meet those criteria will be returned. Where the Required attribute is “No” then a course that does not meet the specified criteria may be included in the set. In all cases, where the criteria have been included in the request, the comparable trait and its value will be returned, along with the basic course information and identification. The message may also include warnings from business processing rules or errors if the request did not succeed.

#### 6.3.1. Use Case 1

##### 6.3.1.1. Request: Golf Course Search

A golfer is interested in finding a golf course that meets the following criteria: the architect is Robert Jones, it allows singles to make a reservation, wheelchairs are allowed and it has a slope value of 110 degrees. The golfer also specifies for each of the criteria if it has to be met in order for the golf course to be returned in the response. A message is sent with the criteria for searching for a golf course.

##### OTA\_GolfCourseSearchRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseSearchRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseSearchRQ.xsd"
  EchoToken="54321" TimeStamp="2003-11-12T10:30:00" Target="Production" Version="1.001"
  SequenceNmbr="2432" PrimaryLangID="en" ID="FL4902" DetailResponse="true">
  <Criteria>
    <Criterion Name="Architect" Value="Robert Jones" Required="false"/>
    <Criterion Name="Singles Confirmed" Value="Yes" Required="true"/>
    <Criterion Name="ADA Challenged" Value="Wheelchair" Required="true"/>
    <Criterion Name="Slope" Value="110" Required="true" Operation="LessThan"/>
  </Criteria>
</OTA_GolfCourseSearchRQ>

```

##### 6.3.1.2. Event: Golf Course Search

A response is received with two golf courses, one of which does not satisfy the architect criteria. The response returns address information for each of the courses, the phone numbers, and other information about the course.

## OTA\_GolfCourseSearchRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseSearchRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_GolfCourseSearchRS.xsd"
  EchoToken="54321" TimeStamp="2003-11-12T10:30:15" Target="Production" Version="1.002"
  SequenceNmbr="2433" PrimaryLangID="en">
  <Success/>
  <GolfCourses>
    <GolfCourse ID="FL1234" Name="Sea Grass Golf Resort">
      <Address>
        <CityName>Jupiter</CityName>
        <PostalCode>21921</PostalCode>
        <County>Palm Beach</County>
        <StateProv StateCode="FL"/>
        <CountryName Code="US"/>
      </Address>
      <Phone AreaCityCode="444" PhoneNumber="423-8954"/>
      <Traits>
        <Trait Name="Architect" Value="Robert Jones"/>
        <Trait Name="Singles Confirmed" Value="Yes"/>
        <Trait Name="ADA Challenged" Value="Wheelchair"/>
        <Trait Name="Slope" Value="110"/>
        <Trait Name="Metal Spikes" Value="No"/>
        <Trait Name="Caddies Available" Value="No"/>
        <Trait Name="Yardage" Value="6345"/>
        <Trait Name="Personal Carts Permitted" Value="No"/>
        <Trait Name="Fivesome" Value="No"/>
        <Trait Name="Grass Type" Value="Bermuda"/>
      </Traits>
    </GolfCourse>
    <GolfCourse ID="FL4321" Name="Beach Side Golf Resort">
      <Address>
        <CityName>Palm Beach Gardens</CityName>
        <PostalCode>21932</PostalCode>
        <County>Palm Beach</County>
        <StateProv StateCode="FL"/>
        <CountryName Code="US"/>
      </Address>
      <Phone AreaCityCode="444" PhoneNumber="423-2876"/>
      <Traits>
        <Trait Name="Architect" Value="Jack Nicklaus"/>
        <Trait Name="Singles Confirmed" Value="Yes"/>
        <Trait Name="ADA Challenged" Value="Wheelchair"/>
        <Trait Name="Slope" Value="112"/>
        <Trait Name="Metal Spikes" Value="Yes"/>
        <Trait Name="Caddies Available" Value="Yes"/>
        <Trait Name="Yardage" Value="7102"/>
        <Trait Name="Fivesome" Value="Yes"/>
        <Trait Name="Grass Type" Value="Rye"/>
      </Traits>
    </GolfCourse>
  </GolfCourses>
</OTA_GolfCourseSearchRS>
```

---

## Section 7—Hotel Working Group

### 7.1. OTA\_HotelAvailRQ/RS

The Hotel Availability Request message provides the ability to search for hotel products available for booking. Most commonly, a search for availability is looking for a room that may be available at certain rates, have certain room amenities, be of a specific room type, etc. A request can also be made for a non-room product, such as banquets and meeting rooms. Presumably, an availability request is made with the intent to ultimately book a reservation for an event or for a room stay.

The Hotel Availability Request allows a system to query another system for detailed availability and pricing information for both room and non-room products. A Hotel Availability Request is used in place of a Hotel Search Request when there is a need to identify availability and rate information in addition to the property list.

This specification addresses the functionality of a traditional request for availability of a property or list of properties. It allows for a request for ‘static’ property data published by the hotel, that includes information about the hotel facilities, amenities, services, etc., as well as ‘dynamic’ (e.g., rate oriented) data. For example, a hotel may have an AAA or AARP rate, but it may not necessarily offer it at all times, which affects the availability of the rate.

The availability request can be limited to the individual property level, requiring that the hotel has been identified, in order to be able to perform an availability request and determine the rate and availability at a specific property. It is presumed that the wide area search, or Hotel Search Query, has preceded the availability message to obtain a list of eligible properties. However, a request for availability could be performed on multiple properties simultaneously by specifying multiple hotels. An availability request with search criteria will allow a list of properties to be returned, but with greater property detail, including property info, room/rate info, availability and rules. Due to the amount of information returned for a given property, a Hotel Search Request may be more fitting when only a basic list of properties is required.

The business use cases that the Hotel Availability Request message supports are the following:

- **Availability/Single Property**—determines the availability within the constraints of specified criteria for a single identified property.
- **Availability/Multiple Properties**—determines the availability for multiple properties identified by a Hotel Reference along with additional specified criteria.
- **Availability/Multiple Properties based on Search Criteria**—determines the availability for multiple properties identified by a Hotel Reference along with additional specified criteria.

- 
- **Alternate Availability**—retrieves a list of properties (with availability) that are alternates to a property that may not be available. [While the specifications enable the capability to return alternate choices, the qualifications of the actual returns are dependent upon the application processing the request.]
  - **Rate Quotation/Single Property**—obtains rate quotes for a room or non-room product or products at a specific property. Returns a list of the rates available at the hotel for the desired dates.
  - **Rate Quotation/Multiple Property**—obtains rate quotes for a room or non-room product or products at multiple properties. Returns a list of rates for the products specified that are available at the hotels for the desired dates.

#### 7.1.1. Use Case 1 (TBD)

TBD

##### 7.1.1.1. Request: Hotel Availability

TBD.

**OTA\_HotelAvailRQ.xml**

TBD

##### 7.1.1.2. Response: Hotel Availability

TBD.

**OTA\_HotelAvailRS.xml**

TBD

#### 7.2. OTA\_HotelAvailNotifRQ/RS

The Availability Notification message notifies a booking source of the status of availability at a specific hotel property. Booking a reservation at a hotel is often affected by systems using yield management tables to determine the availability of a specific rate at a given time. Therefore, the Availability Notification message is often sent in conjunction with two other messages: a Rate Amount Notification message, which communicates the rates that apply to the availability, and a Booking Rule Notification message, which communicates the restrictions that apply to the availability and rates.

These messages include a complex set of controls that indicate whether the hotel has available inventory; that is, closed or open for booking. The

---

RateHurdleStatusMessage element establishes an open/closed situation based upon the number of units available. If a hotel is open, status messages communicate the rate at which those bookings can be made. In addition, booking restrictions that apply to each individual rate, such as a minimum length of stay (LOS) must also be communicated to the booking agent so that hotel guests are informed of all the regulations that govern their reservation.

Inventory is generally considered a physical count, and availability a commitment to sell a room at a specific rate or plan. The physical inventory is the basis by which counts are assigned to the availability. But availability may also depend upon rate plans, as a system may carry a discrete inventory or an inventory count in association with different rates. Thus, the superset of the inventory may be greater than the physical count, with the actual number of rooms counted down when they are sold.

The status messages in the Availability Notification message also communicate inventory (booking) limits set by Yield and Revenue management systems such as the number of reservations that can be taken for a certain day, and the threshold at which the hotel is closed. A Booking Limit Status Message may even define what can be done after a status is set, such as “Take four more reservations after this status is set.”

A system may choose not to synchronize with actual inventory numbers, but with a threshold. Nevertheless, it is critical that booking systems are synchronized with common thresholds, regardless of whether they are derived from virtual or real inventory.

The Availability Notification message uses the StatusApplicationControl to set the status for an inventory block, a rate plan or an inventory code. The attributes: InventoryCodeType, RatePlanCodeType, and InventoryBlockCodeType determine whether the message involves a single code, or a grouping of codes.

The Override attribute allows a reservation system to make a change on controls applied at the level of the Property Management System. For example, a CRS may be allowed to make manual changes while processing bookings during the day, but when full optimization is done, typically during the night, this Boolean attribute determines whether to retain the changes made. This could be applied to override all status messages and is found in the Status Application Control class.

### **7.2.1. Use Case 1**

#### **7.2.1.1. Request: Overbooking Limits (External)**

The Sheraton sends their wholesaler an allocation of rooms for specific days in the future for their rate plan code of WHLS1.

The table below details the allocations sent in this example.

From Date	To Date	Inventory Code	Amount
08/02/2004	08/05/2004	Standard Rooms <b>STD</b>	25
08/06/2004	08/08/2004	Standard Rooms <b>STD</b>	35
08/02/2004	08/05/2004	Deluxe Rooms <b>DLX</b>	5
08/06/2004	08/08/2004	Deluxe Rooms <b>DLX</b>	8

#### OTA\_HotelAvailNotifRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelAvailNotifRQ.xsd"
TimeStamp="2004-05-01T06:39:09" Target="Production" Version="1.002">
  <AvailStatusMessages ChainCode="SW" BrandCode="SI" HotelCode="00000" HotelName="The
Sheraton">
    <AvailStatusMessage BookingLimit="25" BookingLimitMessageType="SetLimit">
      <StatusApplicationControl Start="2004-08-02" End="2004-08-05"
RatePlanCode="WHLS1" InvCode="STD">
        </StatusApplicationControl>
        <UniqueID Type="16" ID="1">
          </UniqueID>
        </AvailStatusMessage>
        <AvailStatusMessage BookingLimit="35" BookingLimitMessageType="SetLimit">
          <StatusApplicationControl Start="2004-08-06" End="2004-08-08"
RatePlanCode="WHLS1" InvCode="STD">
            </StatusApplicationControl>
            <UniqueID Type="16" ID="2">
              </UniqueID>
            </AvailStatusMessage>
            <AvailStatusMessage BookingLimit="5" BookingLimitMessageType="SetLimit">
              <StatusApplicationControl Start="2004-08-02" End="2004-08-05"
RatePlanCode="WHLS1" InvCode="DLX">
                </StatusApplicationControl>
                <UniqueID Type="16" ID="3">
                  </UniqueID>
                </AvailStatusMessage>
                <AvailStatusMessage BookingLimit="8" BookingLimitMessageType="SetLimit">
                  <StatusApplicationControl Start="2004-08-06" End="2004-08-08"
RatePlanCode="WHLS1" InvCode="DLX">
                    </StatusApplicationControl>
                    <UniqueID Type="16" ID="4">
                      </UniqueID>
                    </AvailStatusMessage>
                  </AvailStatusMessages>

```



---

```
</OTA_HotelAvailNotifRQ>
```

#### 7.2.1.2. Response: Acknowledge Overbooking Limit (External)

The CRS returns an acknowledgement that the message was received without any errors or warnings.

#### OTA\_HotelAvailNotifRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelAvailNotifRS.xsd" EchoToken="String" TimeStamp="2004-04-14T09:42:26"
Target="Production" Version="1.001">
  <Success/>
</OTA_HotelAvailNotifRS>
```

### 7.2.2. Use Case 2

#### 7.2.2.1. Request: Overbooking Limits (External)

The Omni Shoreham Hotel in Washington, DC sends Expedia Full Pattern Length of Stay (FPLOS) restrictions for June 1<sup>st</sup>, 2004 for its three Expedia Rate Plans as shown in the table below., where “N” means that a stay of that length is NOT allowed, and “Y” that the stay is allowed. The restrictions apply to room type STD, the only one included in the interface.

Date: June 1 <sup>st</sup>	Length of stay in days							
	1	2	3	4	5	6	7	8
Expedia1	N	Y	Y	Y	N	N	N	N
Expedia2	N	N	N	N	N	N	N	N
Expedia3	N	N	Y	Y	N	N	Y	N

These FPLOS settings can be explained as:

- Expedia 1 – Only accept reservations for 2, 3 or 4 nights. An alternate control method would be to set MinLOS to 2 days and MaxLOS to 4 days on this rate plan.
- Expedia 2 – Do not accept any arrivals, as no LOS is available. An alternate control method would be to set Closed To Arrival on this rate plan.
- Expedia 3 – Only accept reservations for 3, 4, and 7 nights. There is no alternate control method that would give the same result.

## OTA\_HotelAvailNotifRQ.xml – Preferred Method: LOS\_Pattern

In this approach, sub-element LOS\_Pattern is used to send a string of “Y” and “N” characters to indicate open and closed for each length of stay, from 1 night to the value in the FixedPatternLength attribute in LengthOfStays element. Any lengths of stay greater than the FixedPatternLength inherit the status of the status of the length of stay that equals FixedPatternLength.

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://www.opentravel.org/OTA/2003/05"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelAvailNotifRQ.xsd"
  EchoToken="54638383" TimeStamp="2004-04-14T09:30:47-05:00" Target="Production"
  Version="1.002" PrimaryLangID="en-us">
  <AvailStatusMessages ChainCode="OMNI" HotelCode="HOTEL">
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia1"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay MinMaxMessageType="FullPatternLOS">
          <LOS_Pattern FullPatternLOS="NYYNNNNN"/>
        </LengthOfStay>
      </LengthsOfStay>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia2"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay MinMaxMessageType="FullPatternLOS">
          <LOS_Pattern FullPatternLOS="NNNNNNNN"/>
        </LengthOfStay>
      </LengthsOfStay>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia3"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay MinMaxMessageType="FullPatternLOS">
          <LOS_Pattern FullPatternLOS="NNYYNNYN"/>
        </LengthOfStay>
      </LengthsOfStay>
    </AvailStatusMessage>
  </AvailStatusMessages>
</OTA_HotelAvailNotifRQ>
```

## OTA\_HotelAvailNotifRQ.xml – Alternate Method: Explicit Length of Stay elements

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://www.opentravel.org/OTA/2003/05"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelAvailNotifRQ.xsd"
  EchoToken="54638383" TimeStamp="2004-04-14T09:30:47-05:00" Target="Production"
  Version="1.001" PrimaryLangID="en-us">
  <AvailStatusMessages ChainCode="OMNI" HotelCode="HOTEL">
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia1"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay Time="1" TimeUnit="Day" OpenStatusIndicator="false">
```

---

```

        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="2" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="3" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="4" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="5" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="6" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="7" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="8" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
    </LengthsOfStay>
</AvailStatusMessage>
<AvailStatusMessage>
    <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
    RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia2"
    InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
    <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay Time="1" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="2" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="3" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="4" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="5" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="6" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="7" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="8" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
    </LengthsOfStay>
</AvailStatusMessage>
<AvailStatusMessage>
    <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
    RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia3"
    InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
    <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay Time="1" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="2" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="3" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="4" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="5" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="6" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="7" TimeUnit="Day" OpenStatusIndicator="true"
        MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="8" TimeUnit="Day" OpenStatusIndicator="false"
        MinMaxMessageType="FullPatternLOS"/>
    </LengthsOfStay>
</AvailStatusMessage>
</AvailStatusMessages>
</OTA_HotelAvailNotifRQ>

```

## OTA\_HotelAvailNotifRQ.xml – Alternate Method: Implicit Length of Stay elements

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://www.opentravel.org/OTA/2003/05"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelAvailNotifRQ.xsd"
  EchoToken="54638383" TimeStamp="2004-04-14T09:30:47-05:00" Target="Production"
  Version="1.002" PrimaryLangID="en-us">
  <AvailStatusMessages ChainCode="OMNI" HotelCode="HOTEL">
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia1"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay Time="2" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="3" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="4" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
      </LengthsOfStay>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia2"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl Start="2004-06-01" End="2004-06-01"
        RatePlanCodeType="RatePlanCode" RatePlanCode="Expedia3"
        InvCodeApplication="InvCode" InvCode="STD" IsRoom="1" Override="1"/>
      <LengthsOfStay ArrivalDateBased="1" FixedPatternLength="8">
        <LengthOfStay Time="3" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="4" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
        <LengthOfStay Time="7" TimeUnit="Day" MinMaxMessageType="FullPatternLOS"/>
      </LengthsOfStay>
    </AvailStatusMessage>
  </AvailStatusMessages>
</OTA_HotelAvailNotifRQ>
```

### 7.2.2.2. Response: Acknowledge FPLOS

Expedia sends to Omni an acknowledgement for the message received with no errors or warnings.

## OTA\_HotelAvailNotifRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://www.opentravel.org/OTA/2003/05"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
  OTA_HotelAvailNotifRS.xsd" EchoToken="String" TimeStamp="2004-04-14T09:42:26"
  Target="Production" Version="1.001">
  <Success/>
</OTA_HotelAvailNotifRS>
```

### 7.2.3. Use Case 3

#### 7.2.3.1. Request: Send Hurdle Rates

IDEaS sends Hurdle Rate decisions to Synxis on May 1<sup>st</sup> 2004 for Jumeirah Beach Hotel on the next 7 days. The actual values for each date are shown in the

table below. All messages are sent for Rate Plan Code RACK and Inventory Code ROH. Each Hurdle Rate applies to a single date, although it is identified using the Start Date attribute of the element.

Date	Hurdle Rate (USD)
05/01/2004	553.45
05/02/2004	250.52
05/03/2004	250.65
05/04/2004	245.92
05/05/2004	247.78
05/06/2004	451.15
05/07/2004	437.85

#### OTA\_HotelAvailNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelAvailNotifRQ.xsd" TimeStamp="2004-05-01T06:39:09" Target="Production"
Version="1.002">
  <AvailStatusMessages ChainCode="JUM" HotelCode="JUMBCH">
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-01"/>
      <HurdleRate Amount="553.45" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="1"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-02"/>
      <HurdleRate Amount="250.52" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="2"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-03"/>
      <HurdleRate Amount="250.65" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="3"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-04"/>
      <HurdleRate Amount="245.92" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="4"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-05"/>
      <HurdleRate Amount="247.78" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="5"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-06"/>
      <HurdleRate Amount="451.15" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="6"/>
    </AvailStatusMessage>
    <AvailStatusMessage>
      <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-07"/>
      <HurdleRate Amount="437.85" CurrencyCode="USD"/>
      <UniqueID Type="16.UIT" ID="7"/>
    </AvailStatusMessage>
  </AvailStatusMessages>
</OTA_HotelAvailNotifRQ>
```

```

        <StatusApplicationControl RatePlanCode="RACK" InvCode="ROH" Start="2004-05-07"/>
        <HurdleRate Amount="437.85" CurrencyCode="USD"/>
        <UniqueID Type="16.UIT" ID="7"/>
    </AvailStatusMessage>
</AvailStatusMessages>
</OTA_HotelAvailNotifRQ>

```

### 7.2.3.2. Response: Acknowledge Hurdle Rates

Synxis sends to IDeaS an acknowledgement for the message received with no errors or warnings.

#### OTA\_HotelAvailNotifRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelAvailNotifRS.xsd" EchoToken="String" TimeStamp="2004-05-01T06:42:26"
Target="Production" Version="1.001">
    <Success/>
</OTA_HotelAvailNotifRS>

```

### 7.2.4. Use Case 4

#### 7.2.4.1. Request: Overbooking Limits

The RMS system has finished optimizing the Westin's overbooking limits. For any day where the overbooking limit has changed since the last time the optimization job has run, the system will generate messages to be sent to the CRS.

These messages will include overbooking amounts at both the property and room type levels.

The table below details the overbookings sent in this example.

From Date	To Date	Level	Amount
04/06/2004	04/08/2004	Property	40
04/07/2004	04/09/2004	Property	30
04/09/2004	04/10/2004	Property	0
04/06/2004	04/08/2004	RoomType KNS	10
05/01/2004	05/04/2004	RoomType DDS	20
04/10/2004	04/18/2004	RoomType CLBK	15

## OTA\_HotelAvailNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelAvailNotifRQ.xsd"
TimeStamp="2004-05-01T06:39:09" Target="Production" Version="1.002">
  <AvailStatusMessages ChainCode="SW" BrandCode="WI" HotelCode="00000" HotelName="The
Westin">
    <AvailStatusMessage BookingLimit="40" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-04-06" End="2004-04-07">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="1">
        </UniqueID>
      </AvailStatusMessage>
    <AvailStatusMessage BookingLimit="30" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-04-07" End="2004-04-09">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="2">
        </UniqueID>
      </AvailStatusMessage>
    <AvailStatusMessage BookingLimit="0" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-04-09" End="2004-04-10">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="3">
        </UniqueID>
      </AvailStatusMessage>
    <AvailStatusMessage BookingLimit="10" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-04-06" End="2004-04-08" InvCode="KNS">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="4">
        </UniqueID>
      </AvailStatusMessage>
    <AvailStatusMessage BookingLimit="20" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-05-01" End="2004-05-04" InvCode="DDS">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="5">
        </UniqueID>
      </AvailStatusMessage>
    <AvailStatusMessage BookingLimit="15" BookingLimitMessageType="AdjustLimit">
      <StatusApplicationControl Start="2004-04-10" End="2004-04-18" InvCode="CLBS">
        </StatusApplicationControl>
      <UniqueID Type="16" ID="6">
        </UniqueID>
      </AvailStatusMessage>
    </AvailStatusMessages>
  </OTA_HotelAvailNotifRQ>
```

### 7.2.4.2. Response: Acknowledge Overbooking Limit

The CRS returns an acknowledgement that the message was received without any errors or warnings.

## OTA\_HotelAvailNotifRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelAvailNotifRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.opentravel.org/OTA/2003/05"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelAvailNotifRS.xsd" EchoToken="String" TimeStamp="2004-04-14T09:42:26"
Target="Production" Version="1.001">
  <Success/>
</OTA_HotelAvailNotifRS>
```

---

### 7.3. OTA\_HotelBookingRuleNotifRQ/RS

The Hotel Booking Rule Notification message communicates the rules and restrictions associated with the general availability or rates at a hotel to a booking source. The application of a booking rule may narrow the availability of inventory at a specific hotel property. For example, a hotel may be accepting reservations for a two-night or three-night stay, but will not accept a reservation for a one-night stay. This situation may be driven by the use of a yield management system that affects the availability of a specific rate at a given time. The Booking Rule Notification message is often sent in conjunction with two other messages: the Availability Notification that communicates the status of availability at a specific hotel property, and the Rate Amount Notification message that communicates the rates that the booking restrictions must be applied to.

The Booking Rule Notification message uses the StatusApplicationControl to indicate the inventory block, rate plan or inventory code that the booking rules apply to. Each BookingRule is potentially a set of different types of booking restrictions. The attributes InventoryCodeType, RatePlanCodeType, and InventoryBlockCodeType determine whether the message involves a single code, or a grouping of codes. In addition, the booking restrictions that apply to each individual rate may include such factors as a minimum length of stay (LOS), or specific days of the week that they are applicable (DOWPattern).

These messages may be used to define multiple rules and restrictions applied to a rate plan. For example, it can set absolute dates during which a restriction is to be applied. Alternatively, a Booking Rule can define the minimum offset of time as well as the maximum offset of time required prior to a guest's arrival defining when a restriction is to be applied, or during which a booking can be made. The minimum and maximum advance requirements are not mutually exclusive, and can be used in combination. The Absolute Deadline and/or the Advance Booking attributes may be used to set applicable restrictions to booking dates.

The Booking Rule Notification message can be used to communicate the types of guarantees that are accepted for a booking, to indicate whether a reservation can be modified or cancelled, and if a refund of a deposit is allowed in the case of a cancellation. The GuaranteeType is an enumerated type that indicates whether a guarantee is required, or if it is required, the form of the guarantee, such as a credit card, debit card or voucher. In some cases, an actual deposit is required. In other cases, supplying a Profile, that provides the identification of a frequent guest by membership or loyalty program number, may be sufficient for a guarantee.

The CancelPenalties element defines a collection of restrictions and policies for payments made to a hotel in case of cancellation. It is also used to specify the cancellation fee or penalties imposed by the booking restrictions that would be applied when a reservation is NOT canceled, as in the case of a no-show. Cancellation penalties may be applied within a specified time frame either prior to arrival, or after the booking has been made. Likewise, the Required Payments



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<RequiredPaymts> element is used to specify a payment obligation, such as a deposit due, along with the deadline for the payment. The *RetributionType* indicates the action taken when the deadline has been exceeded, such as cancellation of a reservation when a required payment is not made.

#### **7.3.1. Use Case 1 (TBD)**

TBD

##### **7.3.1.1. Request: Hotel Booking Rule Notification**

TBD.

**OTA\_HotelBookingRuleNotifRQ.xml**

TBD

##### **7.3.1.2. Response: Hotel Booking Rule Notification**

TBD.

**OTA\_HotelBookingRuleNotifRS.xml**

TBD

#### **7.4. OTA\_HotelCommNotifRQ/RS**

Commissions provide a request/response pair of messages to support the functionality of updating other systems with commissions to be paid. The message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office that is responsible for paying the commissions, or one of these entities pushing the data to a consolidator contracted to pay commissions.

In the push model, the requesting system will send a report using the *OTA\_HotelCommNotifRQ* message. The responding system will acknowledge its receipt of that report using the *OTA\_HotelCommNotifRS* message. All message responses include the request identification. Responses may be returned in any order.

#### **7.4.1. Use Case 1 (TBD)**

TBD

##### **7.4.1.1. Request: Hotel Commissions Notification**

TBD.

---

**OTA\_HotelCommNotifRQ.xml**

TBD

#### **7.4.1.2. Response: Hotel Commissions Notification**

TBD.

**OTA\_HotelCommNotifRS.xml**

TBD

### **7.5. OTA\_HotelDescriptiveContentNotifRQ/RS**

The Hotel Descriptive Content Notification is a broadcast message used to publicize detailed descriptive information about a hotel property by standardized data categories. Likewise, static information about a hotel property can be obtained by using the Hotel Search Request and/or Hotel Availability Request to search for static information by category, using codes agreed upon between trading partners to request more detail about a hotel.

The Hotel Descriptive Content interface enables accessing hotel data in both a push and pull format in order to avoid storing the data at multiple locations. In most cases, the hotel property is the owner of the data and is in charge of updating it, and sends out a broadcast message as a full overlay replacing previous information or a partial update message modification to make changes or portions of the data, using the <OTA\_HotelDescriptiveContentNotifRQ>.

When a new hotel opens for business, the complete descriptive information used to advertise and sell the hotel's property and services is broadcast in a standardized format to the negotiated distribution list. In this initial broadcast of property information, the sending system will be pushing out an enormous quantity of information. The PMS and remote systems must be able to buffer messages during any downtime. It is presumed that the system would continue to republish subsequent updates as necessary if a subscriber is unable to be contacted.

In the hotel environment, when a guest wishes to book a hotel, two basic search criteria often include the location of the hotel, and the price of the rooms. Beyond this, many factors can influence the guest's ultimate choice when booking a reservation. To assist the guest in making his/her choice, a booking agent looks further for descriptive information about a hotel, such as describing recreational or business services, or the hotel facilities or amenities. In many cases, the description of hotel static information may be more valuable than a percentage or weighting number given by the responding system in response to the hotel search. The Hotel Descriptive Content Specification defines the categories and fields that will allow the agent to search by code to answer the myriad of specific needs of the guest.

---

The descriptive content data is structured by categories of text data, and enables a query using a category code -either published by the OpenTravel Alliance or as agreed upon between trading partners. The transaction for pulling hotel data in granular sections using the Hotel Search Request <OTA\_HotelSearchRQ> is the Search Criterion *Type*=“CodeRef”. When performing an availability query using the message, <OTA\_HotelAvailRQ>, the element <SearchCodes> can include multiple <CodeRef> elements to obtain detailed information. The data returned is determined by the category code sent in the request. A detailed query response may return a collection of descriptive content for each category.

#### **7.5.1. Use Case 1 (TBD)**

TBD

##### **7.5.1.1. Request: Hotel Descriptive Content Notification**

TBD.

**OTA\_HotelDescriptiveContentNotifRQ.xml**

TBD

##### **7.5.1.2. Response: Hotel Descriptive Content Notification**

TBD.

**OTA\_HotelDescriptiveContentNotifRS.xml**

TBD

#### **7.6. OTA\_HotelDescriptiveInfoRQ/RS**

The current Hotel Descriptive Content message acts as a “push” message—sending information to populate a database. This updated message set provides for an entity to request specific hotel descriptive content information. For example, a travel site wishes to update information like hours of operation and to do this they would request only the specific information required and be returned only what they requested—like the pool hours or restaurant hours of operation. This message set could also be used for a Request for Information (RFI) for property specific information to help fulfill requests for data from external customers. RFI is an early step in the business negotiation process for either transient or group rates. Customers would then be able to narrow down a list of potential candidate hotels based on RFI responses.

The hotel descriptive information message set was designed to complement the existing hotel descriptive content notify message. The original hotel descriptive content notify message was designed as a push message to maintain updated hotel content information with the trading partner. Essentially, the

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OTA\_HotelDescriptiveInfoRQ message allows a trading partner to query for specific hotel descriptive data.

Hotel information does not typically change on a regular schedule, thus the hotel descriptive information message allows the trading partner to request either all information stored in the hotel descriptive content message or a portion therein. The top line information available in a hotel descriptive information message is:

- Hotel Information
- Facility information
  - Meeting rooms
  - Guest rooms
  - Restaurants
- Policies
- Area Information
  - Reference points
  - Attractions
- Affiliation Information
  - Distribution systems
  - Brands
  - Loyalty programs
  - Awards
- Contact Information
- Multimedia

#### **7.6.1. Use Case 1**

##### **7.6.1.1. Request: Travel Partner Request Descriptive Information**

The trading partner sellmorerooms.com has partnered with Hilton to sell the Hilton New Orleans Riverside rooms on their website. Sellmorerooms.com needs to provide hotel content information to their consumers via their website. The Hilton Riverside prefers to have sellmorerooms.com obtain the content information from the Hilton content system, rather than a manual load of data. Sellmorerooms.com sends in a request for The Hilton New Orleans Riverside property content information.

## OTA\_HotelDescriptiveInfoRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ EchoToken="1" Target="Production" Version="1.002"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRQ.xsd">
  <HotelDescriptiveInfos>
    <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
      <HotelInfo SendData="true"/>
      <FacilityInfo SendMeetingRooms="true" SendGuestRooms="false" SendRestaurants="true"/>
      <Policies SendPolicies="true"/>
      <AreaInfo SendRefPoints="true" SendAttractions="true"/>
      <AffiliationInfo SendDistribSystems="true" SendBrands="true" SendLoyalPrograms="true"
SendAwards="true"/>
      <ContactInfo SendData="true"/>
      <MultimediaObjects SendData="true"/>
    </HotelDescriptiveInfo>
  </HotelDescriptiveInfos>
</OTA_HotelDescriptiveInfoRQ>
```

### 7.6.1.2. Response: Hotel Property Descriptive Information

Hilton responds with all of the information available from their internal content database.

## OTA\_HotelDescriptiveInfoRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="2.000" SequenceNmbr="1" PrimaryLangID="en"
AltLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRS.xsd">
  <POS>
    <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
      <RequestorID URL="sellmoreerooms.com" Type="5F" Instance="1" ID="99">
        <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
      </RequestorID>
      <Position Latitude="125" Longitude="117" Altitude="84"/>
      <BookingChannel Type="5F" Primary="true">
        <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
      </BookingChannel>
    </Source>
  </POS>
  <Success/>
  <Warnings>
    <Warning Language="en-us" Type="5F" ShortText="2" Code="5" Status="5" RecordID="YHR5TGF"/>
  </Warnings>
  <HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs" AreaID="554" Overwrite="true">
    <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en"
UnitOfMeasure="miles">
      <DestinationSystemsCode>
        <DestinationSystemCode>6</DestinationSystemCode>
      </DestinationSystemsCode>
      <HotelInfo WhenBuilt="1972-02-03" LastUpdated="2002-07-15T01:00:00" AreaWeather="warm"
InterfaceCompliance="1" PMSSystem="1" Start="2002-03-15" Duration="P4D" End="2002-03-30">
        <HotelName HotelShortName="Riverside"/>
        <RelativePositions>
```

---

```

        <RelativePosition IndexPointCode="5">
            <Transportations>
                <Transportation Removal="false" TransportationCode="20" Description="Taxi"
TypicalTravelTime="15 minutes" Amount="30.00" CurrencyCode="usd" DecimalPlaces="2">
            </Transportation>
        </Transportations>
    </RelativePosition>
</RelativePositions>
<CategoryCodes>
    <LocationCategory Code="4"/>
    <SegmentCategory Code="3"/>
    <HotelCategory Code="3"/>
    <ArchitecturalStyle Code="3"/>
    <GuestRoomInfo Code="12" Quantity="576"/>
</CategoryCodes>
<HotelInfoCodes>
    <HotelInfoCode Code="5" Quantity="2"/>
</HotelInfoCodes>
<Position Latitude="66" Longitude="98" Altitude="2355"/>
<Services>
    <Service Code="5" InvCode="5">
        <RelativePosition IndexPointCode="5">
            <Transportations>
                <Transportation Removal="false" TransportationCode="5" Amount="100.00"
CurrencyCode="USD" DecimalPlaces="2">
            </Transportation>
        </Transportations>
    </RelativePosition>
    <OperationSchedules>
        <OperationSchedule Start="2002-03-03" Duration="P4D" End="2002-03-15">
            <OperationTimes>
                <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2002-03-01" Duration="P4D" End="2002-03-30"/>
            </OperationTimes>
            <Charge TaxInclusive="false" Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                <Taxes Amount="3.00" CurrencyCode="USD" DecimalPlaces="2">
                    <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                        <TaxDescription ParagraphNumber="1" Language="en-us">
                            <Text Language="en-us"/>
                        </TaxDescription>
                    </Tax>
                </Taxes>
                <Description ParagraphNumber="1" Language="en-us">
                    <Text Language="en-us"/>
                </Description>
            </Charge>
        </OperationSchedule>
    </OperationSchedules>
    </Service>
</Services>
</HotelInfo>
<FacilityInfo LastUpdated="2002-01-01T01:15:00">
    <MeetingRooms MeetingRoomCount="20" LargestRoomSpace="4000"
UnitOfMeasure="square feet" SmallestRoomSpace="100" TotalRoomSpace="1000"
LargestSeatingCapacity="200" SecondLargestSeatingCapacity="100" SmallestSeatingCapacity="20">
        <MeetingRoom Removal="false">
            <Codes>
                <Code Code="5" Quantity="2">
                    <Charge TaxInclusive="false" Type="Inclusive" Code="5" Amount="200.00"
CurrencyCode="usd">
                        <Taxes Amount="200.00" CurrencyCode="USD" DecimalPlaces="2">
                            <Tax Type="Inclusive" Code="5" Percent="15" Amount="100.00"
CurrencyCode="usd">
                                <TaxDescription ParagraphNumber="1" Language="en">

```

---

```

        <Text Language="en"/>
      </TaxDescription>
    </Tax>
  </Taxes>
  <Description ParagraphNumber="1" Language="en-us">
    <Text Language="en-us"/>
  </Description>
</Charge>
</Code>
</Codes>
<Dimension Height="25" Length="200" Width="200" Units="2"/>
<AvailableCapacities>
  <MeetingRoomCapacity MeetingRoomFormatCode="1">
    <Occupancy MaxOccupancy="500">
      <MinRoomCharge TaxInclusive="true" Type="Inclusive" Code="5"
Amount="1000.00" CurrencyCode="USD">
        <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
          <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
            <TaxDescription ParagraphNumber="1" Language="en-us">
              <Text Language="en-us"/>
            </TaxDescription>
          </Tax>
        </Taxes>
        <Description ParagraphNumber="1" Language="en-us">
          <Text Language="en-us"/>
        </Description>
      </MinRoomCharge>
    </Occupancy>
  </MeetingRoomCapacity>
</AvailableCapacities>
</MeetingRoom>
</MeetingRooms>
<GuestRooms>
  <GuestRoom Code="k1" CodeContext="crs" Quantity="200" RoomTypeName="King
Bedded Room" MaxOccupancy="3">
    <TypeRoom StandardNumBeds="1" StandardOccupancy="2" MaxRollaways="1"/>
    <Amenities>
      <Amenity RoomAmenityCode="5" Quantity="2">
        <OperationSchedules>
          <OperationSchedule Start="2002-03-01" Duration="P4D" End="2002-03-
30">
            <OperationTimes>
              <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1"
Sat="1" Sun="1" Start="2002-03-01" Duration="P4D" End="2002-03-30"/>
            </OperationTimes>
            <Charge TaxInclusive="false" Type="Inclusive" Code="5"
Amount="100.00" CurrencyCode="USD">
              <Taxes Amount="100.00" CurrencyCode="USD"
DecimalPlaces="2">
                <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                  <TaxDescription ParagraphNumber="1" Language="en-
us">
                    <Text Language="en-us"/>
                  </TaxDescription>
                </Tax>
              </Taxes>
              <Description ParagraphNumber="1" Language="en">
                <Text Language="en"/>
              </Description>
            </Charge>
          </OperationSchedule>
        </OperationSchedules>
      </Amenity>
    </Amenities>
  </GuestRoom>
</GuestRooms>

```

---

```

        </GuestRoom>
    </GuestRooms>
    <Restaurants>
        <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
            <RestaurantDescription ParagraphNumber="1" Language="en">
                <Text Language="en-us"/>
            </RestaurantDescription>
            <RelativePosition IndexPointCode="5">
                <Transportations>
                    <Transportation Removal="false" TransportationCode="5" Amount="100.00"
CurrencyCode="USD" DecimalPlaces="2">
                        </Transportation>
                    </Transportations>
                </RelativePosition>
                <OperationSchedules>
                    <OperationSchedule Start="2002-03-01" End="2002-03-30">
                        <OperationTimes>
                            <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2002-03-01" End="2002-03-30"/>
                        </OperationTimes>
                    </OperationSchedule>
                </OperationSchedules>
                <InfoCodes>
                    <InfoCode Name="SrcvInfoCode" Code="1" Removal="false"/>
                </InfoCodes>
                <CuisineCodes>
                    <CuisineCode Code="1" Removal="false" IsMain="true"/>
                </CuisineCodes>
            </Restaurant>
        </Restaurants>
    </FacilityInfo>
    <Policies>
        <Policy Start="2002-03-01" Duration="P4D" End="2002-03-30" Code="5"
PetsPolicyCode="5">
            <CancelPolicy>
                <CancelPenalty ConfirmClassCode="5" PolicyCode="5" NonRefundable="true">
                    <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
                    <AmountPercent TaxInclusive="false" FeesInclusive="false" NmbrOfNights="2"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                        <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                            <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                                <TaxDescription ParagraphNumber="1" Language="en-us">
                                    <Text Language="en-us"/>
                                </TaxDescription>
                            </Tax>
                        </Taxes>
                    </AmountPercent>
                    <PenaltyDescription ParagraphNumber="1" Language="en-us">
                        <Text Language="en-us"/>
                    </PenaltyDescription>
                </CancelPenalty>
            </CancelPolicy>
            <PaymentPolicy Removal="false">
                <RequiredPayment RetributionType="ResAutoCancelled" PaymentCode="5">
                    <AcceptedPayments>
                        <AcceptedPayment ShareSynchInd="Yes" ShareMarketInd="Yes">
                            <PaymentCard ShareSynchInd="Yes" ShareMarketInd="Yes"
CardType="5F" CardCode="AX" CardNumber="0000999988887777" SeriesCode="5" ExpireDate="0303">
                                <CardHolderName>Joe Smith</CardHolderName>
                                <CardIssuerName BankID="1"/>
                                <Address FormattedInd="false" ShareSynchInd="Yes"
ShareMarketInd="Yes" Type="5F">
                                    <StreetNmbr PO_Box="123"/>

```



---

```

        <CityName>Anywhere</CityName>
        <PostalCode>00000-0000</PostalCode>
        <StateProv StateCode="tx"/>
        <CountryName Code="us"/>
    </Address>
    </PaymentCard>
    </AcceptedPayment>
    </AcceptedPayments>
    <AmountPercent TaxInclusive="false" FeesInclusive="false"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
        <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
            <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                <TaxDescription ParagraphNumber="1" Language="en-us">
                    <Text Language="en-us"/>
                </TaxDescription>
            </Tax>
        </Taxes>
    </AmountPercent>
    <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
    <PaymentDescription ParagraphNumber="1" Language="en-us">
        <Text Language="en-us"/>
    </PaymentDescription>
    </RequiredPayment>
    </PaymentPolicy>
    <PolicyInfoCodes>
        <PolicyInfoCode Code="5" CodeContext="1" Quantity="2"
Name="AdditionalOversoldPolicy"/>
    </PolicyInfoCodes>
    <CheckoutCharges>
        <CheckoutCharge Amount="50.00" CurrencyCode="usd" DecimalPlaces="2"
Type="Early"/>
    </CheckoutCharges>
    <PolicyInfo CheckInTime="2001-12-17T09:30:47-05:00" CheckOutTime="2001-12-
17T09:30:47-05:00" MinGuestAge="18" MinRecommendedGuestAge="21" UsualStayFreeCutoffAge="12"
UsualStayFreeChildPerAdult="5"/>
    </Policy>
    </Policies>
    <AreaInfo>
        <RefPoints>
            <RefPoint IndexPointCode="5" RefPointCategoryCode="5" Removal="false">
                <Transportations>
                    <Transportation Removal="false" TransportationCode="5" Amount="100.00"
CurrencyCode="USD" DecimalPlaces="2">
                        </Transportation>
                    </Transportations>
                </RefPoint>
            </RefPoints>
            <Attractions LastUpdated="2003-01-03T03:12:00">
                <Attraction AttractionCategoryCode="5" Start="2002-03-01" Duration="P4D" End="2002-
03-30" Removal="false">
                    <Contact Removal="false">
                        <Names>
                            <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F"
Removal="false" Gender="Male" SvcCode="5">
                                <NamePrefix>Mr.</NamePrefix>
                                <GivenName>Joe</GivenName>
                                <Surname>Smith</Surname>
                            </Name>
                        </Names>
                        <Addresses>
                            <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="5F">
                                <StreetNmbr PO_Box="123"/>
                                <CityName>Anywhere</CityName>
                                <PostalCode>00000-0000</PostalCode>

```

---

```

        <StateProv StateCode="tx"/>
        <CountryName Code="us"/>
    </Address>
</Addresses>
<Phones>
    <Phone ShareSynchInd="Yes" ShareMarketInd="Yes"
PhoneLocationType="5F" PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="554"
PhoneNumber="900-0877" Extension="55" FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
</Phones>
<Emails>
    <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false"
EmailType="5F" Removal="false">joe.smith@abc.com</Email>
</Emails>
<URLs>
    <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F"
DefaultInd="false"/>
</URLs>
</Contact>
<Description ParagraphNumber="1" Language="en-us">
    <Text Language="en-us"/>
</Description>
<RefPoints>
    <RefPoint IndexPointCode="5" RefPointCategoryCode="5" Removal="false">
        <Transportations>
            <Transportation Removal="false" TransportationCode="5"
Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                </Transportation>
            </Transportations>
        </RefPoint>
    </RefPoints>
</Attraction>
</Attractions>
</ArealInfo>
<AffiliationInfo LastUpdated="2003-02-11T13:28:00">
    <DistribSystems>
        <DistribSystem Removal="false" ChainCode="5" BrandCode="5" HotelCode="5"
HotelCityCode="5" HotelCodeContext="1">
            <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
        </DistribSystem>
    </DistribSystems>
    <Brands>
        <Brand Removal="false" CategoryCode="5"/>
    </Brands>
    <LoyalPrograms>
        <LoyalProgram Removal="false" ProgramName="Hilton HHonors"
SecondaryProgramName="HHonors" AffiliateProgramName="Hilton HHonors">
            <ProgramDescription ParagraphNumber="1" Language="en-us" Removal="false">
                <Text Language="en-us"/>
            </ProgramDescription>
            <ProgramRestriction ParagraphNumber="1" Language="en-us" Removal="false">
                <Text Language="en-us"/>
            </ProgramRestriction>
        </LoyalProgram>
    </LoyalPrograms>
    <Awards>
        <Award Removal="false" Date="2003-03-01" Provider="AAA" Rating="4 stars"/>
    </Awards>
</AffiliationInfo>
<MultimediaObjects LastUpdated="2003-02-11T13:29:00">
    <MultimediaObject ParagraphNumber="1" Language="en-us" Removal="false"
ContentCode="5" PictureCategoryCode="5" Version="1" ContentTitle="Long Description" ContentData="on-
demand">
        <Text Language="en-us"/>
    </MultimediaObject>
</MultimediaObjects>
</ContactInfos>

```

---

```

11T13:29:00">
    <ContactInfo Removal="false" ContactProfileType="5F" LastUpdated="2003-02-
    <Names>
        <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F"
Removal="false" Gender="Male" SrvCode="5">
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Mark</GivenName>
            <Surname>Smith</Surname>
        </Name>
    </Names>
    <Addresses>
        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="5F" DefaultInd="false" UseType="5F" Removal="false">
            <StreetNmbr PO_Box="123"/>
            <AddressLine>Cherry Lane</AddressLine>
            <CityName>New Orleans</CityName>
            <PostalCode>15654</PostalCode>
            <County>Macon</County>
            <StateProv StateCode="LA"/>
            <CountryName Code="us"/>
        </Address>
    </Addresses>
    <Phones>
        <Phone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="5F"
PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="444" PhoneNumber="4555252"
FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
    </Phones>
    <Emails>
        <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false"
Removal="false">mark.smith@abc.com</Email>
    </Emails>
    <URLs>
        <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F" DefaultInd="false"/>
    </URLs>
    </ContactInfo>
</ContactInfos>
</HotelDescriptiveContent>
</HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>

```

## 7.6.2. Use Case 2

### 7.6.2.1. Request: Specific Hotel Content Information

Sellmorerooms.com has seen a lot of business on their web site for the Hilton New Orleans Riverside. They get a lot of email requests for information about a new restaurant the hotel has opened. Sellmorerooms.com just did a content request, however the restaurant information was loaded after their last request. They would like to get the restaurant data without getting all of the other information they just received. Sellmorerooms.com sends a request to Hilton specifically asking for restaurant information.

#### OTA\_HotelDescriptiveInfoRQ-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ Target="Production" Version="1.002" SequenceNmbr="1"
PrimaryLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRQ.xsd">

```

```

    <HotelDescriptiveInfos>
      <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
        <FacilityInfo SendRestaurants="true"/>
      </HotelDescriptiveInfo>
    </HotelDescriptiveInfos>
  </OTA_HotelDescriptiveInfoRQ>

```

### 7.6.2.2. Response: Specific Hotel Content Information

The Hilton responds back with information about their restaurants.

#### OTA\_HotelDescriptiveInfoRS-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="2.000" SequenceNmbr="1" PrimaryLangID="en"
AltLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRS.xsd">
  <POS>
    <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
      <RequestorID URL="sellmorerooms.com" Type="5F" Instance="1" ID="99">
        <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
      </RequestorID>
      <Position Latitude="125" Longitude="117" Altitude="84"/>
      <BookingChannel Type="5F" Primary="true">
        <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
      </BookingChannel>
    </Source>
  </POS>
  <Success/>
  <HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs" AreaID="554" Overwrite="true">
    <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en"
UnitOfMeasure="miles">
      <DestinationSystemsCode>
        <DestinationSystemCode>6</DestinationSystemCode>
      </DestinationSystemsCode>
      <FacilityInfo LastUpdated="2001-01-01T01:15:00">
        <Restaurants>
          <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
            <RestaurantDescription ParagraphNumber="1" Language="en">
              <Text Language="en-us"/>
            </RestaurantDescription>
            <RelativePosition Distance="0">
              </RelativePosition>
            <OperationSchedules>
              <OperationSchedule Start="2003-03-03" Duration="P4D" End="2003-03-15">
                <OperationTimes>
                  <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2003-03-01" Duration="P4D" End="2003-03-30"/>
                </OperationTimes>
              </OperationSchedule>
            </OperationSchedules>
            <InfoCodes>
              <InfoCode Name="SrcvInfoCode" Code="1" Removal="false"/>
            </InfoCodes>
            <CuisineCodes>
              <CuisineCode Code="1" Removal="false" IsMain="true"/>
            </CuisineCodes>
          </Restaurant>
        </Restaurants>
      </HotelDescriptiveContent>
    </HotelDescriptiveContents>
  </OTA_HotelDescriptiveInfoRS>

```

---

```
</Restaurant>
</Restaurants>
</FacilityInfo>
</HotelDescriptiveContent>
</HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>
```

## 7.7. OTA\_HotelGetMsgRQ/RS

The Get Message request/response pair of messages permits a system that normally receives notifications to ask for a re-transmission of a message.

The business model assumes that the requesting system receives messages that are numbered sequentially, and may ask for a message to be re-sent. In the event that the receiving system receives a message that is not in contiguous numerical sequence, this message set can be used to retrieve missing messages, or to ask for a retransmission of data that for some reason was not cleanly received.

The requesting system will send a request using the OTA\_HotelGetMsgRQ message. The receiving system will acknowledge and respond with the OTA\_HotelGetMsgRS message. The OTA\_GetMsgInfo RQ/RS messages have been superseded—the functionality of these messages have been included in the OTA\_GetMsg RQ/RS messages.

### 7.7.1. Use Case 1 (TBD)

TBD

#### 7.7.1.1. Request: Hotel Get Message

TBD.

OTA\_HotelGetMsgRQ.xml

TBD

#### 7.7.1.2. Response: Hotel Get Message

TBD.

OTA\_HotelGetMsgRS.xml

TBD

## 7.8. OTA\_HotelInvAdjustRQ/RS

TDB

---

### **7.8.1. Use Case 1 (TBD)**

TBD

#### **7.8.1.1. Request: Hotel Inventory Adjust**

TBD.

**OTA\_HotelInvAdjustRQ.xml**

TBD

#### **7.8.1.2. Response: Hotel Inventory Adjust**

TBD.

**OTA\_HotelInvAdjustRS.xml**

TBD

## **7.9. OTA\_HotelInvBlockNotifRQ/RS**

The Inventory Block Notification message is used to notify a booking authority of the creation of a group block that can be sold against inventory, and to subsequently modify or synchronize an existing inventory block between systems.

In order to accommodate reservations for a group of guests in one party, a hotel may assign an inventory block and notify the Central Reservation Systems of the code and the allotment that can be used. Travel agents that are authorized to book against the allotment may then contact the hotel or Central Reservations Office to pick up a reservation within the block of rooms.

Viewership of the inventory block is also a negotiated item. Some blocks may be created with agents having only a read-only capability because reservations for the block must be made through a single convention bureau, or market segment. In this case, certain rates are packaged together and typically booked by a group of agents. Viewership defines the distribution channels for the block by using the profiles of the authorized booking agents, and assigning distribution channels through the collection of System Codes.

The Hotel Rate Plan Notification and the Hotel Inventory Block Notification messages can be combined to create a group block specifying inventory types, and rate plans, indicating the date range that the group block can be booked, including shoulder periods on either side of the stay dates. The Hotel Rate Amount Notification can be used to indicate the amount charged for the group plan, and any booking restrictions can be sent via the Hotel Booking Rule Notification if needed.

---

Thus, the Hotel Inventory Block Notification creates the foundation for communicating the rate and inventory of a block, as well as the rules associated with creation of the block. This message includes rates, room types, and hard rules that apply to the booking block, e.g.: 3-night stay required, etc. Although the Hotel Inventory Block Notification is a message that establishes the foundation for a block of inventory, it does not assume any booking activity.

Once the selling process is underway, the synchronization of inventory blocks can be a complicated process. A translation table may be needed to identify an inventory block in one system with the same inventory block that is stored in another system. The Hotel Inventory Block Notification message tells a booking agent whether this is an initial announcement of a new Inventory Block, an update of an active (bookable) block, or a notification of a block that is no longer in effect and should be deactivated in the booking agent's system. The Booking Limit Status Message, a part of the Hotel Availability Notification, can be used to set new limits and report the utilization of the block in order to pass information, such as the guest count, and to synchronize the information on both sides of the interface.

When a hotel system sends out a status message to notify systems of the availability of a hotel, the Status Application Control uses the Inventory Block codes to determine the status of availability for the block. The `InventoryBlockCodeType` indicates whether the inventory block(s) available are a single Inventory Block code, or a grouping of Inventory Block codes.

The `RatePlan Shoulders`, `Sellable Products` and `Viewerships` contain a `Reference Place Holder` element (RPH) that can be used for indexing to identify a specific Inventory Block in a collection.

The `<OTA_HotelInvBlockNotifRS>` returns a response to the Hotel Inventory Block Notification, indicating that the message was successfully processed, Warnings from business processing rules, or Errors if the notification was not able to be processed.

Additionally, the response message may return the `InvBlockCode` and /or the `InvBlockGrouping Code(s)` assigned by the receiving system for the inventory block in response to a new inventory block notification. These values would only be returned when the notification is of `InvBlockCodeType= New` and the sender is translating the inventory block code values. In this case, the `InvBlockCode` attribute would be empty and in subsequent transactions for the Inventory Block, the sender would populate the `InvBlockCode` attribute with the values returned by the receiver.

### **7.9.1. Use Case 1**

#### **7.9.1.1. Request: Hotel Inventory Block Notification**

The sales assistant at the Richmond Marriott Hotel has just finished entering a group block into the hotel's sales system. The block is definite and still needs to be setup in the hotel's reservations system. The sales assistant makes the entry to

---

send the group block's data into the reservation system so that rooms can be booked into it. In this particular instance, a Trading Partner Agreement has been set-up that defines the Block Dates as an additional date on either end that are not typically allocated with rooms.

The following information is sent from the sales system to the reservation system to setup a group block:

Group Information:

Hotel Code: RICDT

Opportunity Name: Virginia Booksellers Convention

Opportunity Identifier: 3524

Block Name: VA Booksellers

Block Code: VBS

Block Dates: 2-9 May 2004

Cutoff Date: 11 April 2004

Block Type: Group

Viewing Indicator: All may view

Housing Indicator: All may book

PMS Group Master Number: 10059

Room Information:

Room Type 1: GENR

Room Type 1 Allocation 1 Start Date: 3May2004

Room Type 1 Allocation 1 Duration: 1

Room Type 1 Allocation 1 Amount: 250

Room Type 1 Allocation 2 Start Date: 4May2004

Room Type 1 Allocation 2 Duration: 3

Room Type 1 Allocation 2 Amount: 300

Room Type 1 Allocation 3 Start Date: 7May2004

Room Type 1 Allocation 3 Duration: 1

Room Type 1 Allocation 3 Amount: 150

Room Type 1 Rate Plan 1 Code: VBSA

Room Type 1 Rate Plan 1 Single Rate Amount: 8900

Room Type 1 Rate Plan 1 Double Rate Amount: 9900

Room Type 1 Rate Plan 1 Market Code 1: VBSAR

Room Type 1 Rate Plan 1 Market Code 1 Description: Attendees

Room Type 1 Rate Plan 1 Market Code 1 Commission: Non-commissionable

Room Type 1 Rate Plan 1 Market Code 2: VBSER

Room Type 1 Rate Plan 1 Market Code 2 Description: Exhibitors

Room Type 1 Rate Plan 1 Market Code 2 Commission: Non-commissionable

Room Type 1 Rate Plan 2 Code: VBSB



---

Room Type 1 Rate Plan 2 Single Rate Amount: 6900  
Room Type 1 Rate Plan 2 Double Rate Amount: 7900

Room Type 1 Rate Plan 2 Market Code 1: VBSGR  
Room Type 1 Rate Plan 2 Market Code 1 Description: Guests  
Room Type 1 Rate Plan 2 Market Code 1 Commission: Non-commissionable

Room Type 2: CONC  
Room Type 2 Allocation 1 Start Date: 3May2004  
Room Type 2 Allocation 1 Duration: 1  
Room Type 2 Allocation 1 Amount: 25

Room Type 2 Allocation 2 Start Date: 4May2004  
Room Type 2 Allocation 2 Duration: 3  
Room Type 2 Allocation 2 Amount: 30

Room Type 2 Allocation 3 Start Date: 7May2004  
Room Type 2 Allocation 3 Duration: 1  
Room Type 2 Allocation 3 Amount: 15

Room Type 2 Rate Plan 1 Code: VBSC  
Room Type 2 Rate Plan 1 Single Rate Amount: 10900  
Room Type 2 Rate Plan 1 Double Rate Amount: 11900

Room Type 2 Rate Plan 1 Market Code 1: VBSSR  
Room Type 2 Rate Plan 1 Market Code 1 Description: Staff  
Room Type 2 Rate Plan 1 Market Code 1 Commission: Non-commissionable

Room Type 2 Rate Plan 1 Market Code 2: VBSE  
Room Type 2 Rate Plan 1 Market Code 2 Description: Exhibitors  
Room Type 2 Rate Plan 1 Market Code 2 Commission: Non-commissionable

Contact Information:

Group contact: Mr. John P. Campbell, Jr.  
2121 Turtle Run Drive  
Richmond, VA 23212  
Phone: 804-788-5846  
Fax: 804-788-2625  
E-mail: JPCJR@VBS.org

Hotel contact: Ms. Ashley Shepherd  
Phone: 804-643-3400

Block Facts (free text description):

MON MAY 3 - FRI MAY 7                      1-5 NIGHTS  
BOOKING NUMBER:                              3524  
VIRGINIA BOOKSELLERS CONVENTION

ATTENDEES	INDIV	\$89/\$99	CA/EPO
EXHIBITORS - GENR	LIST	\$89/\$99	CA/EPO
EXHIBITORS - CONC	LIST	\$109/\$119	CA/EPO
STAFF	LIST	\$109/\$119	SC/RM & TAX
GUESTS	LIST	\$69/\$79	SC/RM & TAX
SALES MANAGER:	ASHLEY SHEPHERD		
RESERVATION BY:	VARIES (SEE ABOVE)		
NEW RESERVATION OK?:	YES, ATTENDEES ONLY		
CHANGES/CANCELS OK?:	YES, ATTENDEES ONLY		
CUT OFF DATE:	11 APRIL 2004		
GROUP CONTACT:	JOHN CAMPBELL 804-788-5846		
MARKET CODE:	VARIES – VBS_R		
PMS ACCT:	10059		
0*VBSNN1VBSA			

#### OTA\_HotellnvBlockNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotellnvBlockNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotellnvBlockNotifRQ.xsd"
Target="Production" Version="2.000">
  <POS>
    <Source AgentSine="SF" AgentDutyCode="SU">
      <RequestorID Type="10" ID="RICDT"/>
    </Source>
  </POS>
  <InvBlocks>
    <InvBlock BookingStatus="Open" InvBlockTypeCode="13" InvBlockCode="VBS"
InvBlockName="VA Booksellers" InvBlockLongName="Virginia Booksellers Convention"
InvBlockStatusCode="2" PMS_InvBlockID="10059" OpportunityID="3524"
TransactionAction="Book">
      <HotelRef HotelCode="RICDT"/>
      <InvBlockDates Start="2004-05-02" End="2004-05-09" AbsoluteCutoff="2004-04-11"/>
      <RoomTypes>
        <RoomType RoomTypeCode="GENR">
          <RoomTypeAllocations>
            <RoomTypeAllocation Start="2004-05-03" Duration="P1D"
NumberOfUnits="250"/>
            <RoomTypeAllocation Start="2004-05-04" Duration="P3D"
NumberOfUnits="300"/>
            <RoomTypeAllocation Start="2004-05-07" Duration="P1D"
NumberOfUnits="150"/>
          </RoomTypeAllocations>
          <RatePlans>
            <RatePlan CurrencyCode="USD" RatePlanCode="VBSA">
              <BaseByGuestAmts>
                <BaseByGuestAmt AmountBeforeTax="8900"
NumberOfGuests="1"/>
                <BaseByGuestAmt AmountBeforeTax="9900"
NumberOfGuests="2"/>
              </BaseByGuestAmts>
              <MarketCode MarketCode="VBSAR" MarketCodeName="Attendees"
CommissionableIndicator="false"/>
              <MarketCode MarketCode="VBSEB" MarketCodeName="Exhibitors"
CommissionableIndicator="false"/>
            </RatePlan>
            <RatePlan CurrencyCode="USD" RatePlanCode="VBSB">
```

---

```

        <BaseByGuestAmts>
        <BaseByGuestAmt AmountBeforeTax="6900"
NumberOfGuests="1"/>
        <BaseByGuestAmt AmountBeforeTax="7900"
NumberOfGuests="2"/>
        </BaseByGuestAmts>
        <MarketCode MarketCode="VBSGR" MarketCodeName="Guests"
CommissionableIndicator="false"/>
        </RatePlan>
        </RatePlans>
        </RoomType>
        <RoomType RoomTypeCode="CONC">
        <RoomTypeAllocations>
        <RoomTypeAllocation Start="2004-05-03" Duration="P1D"
NumberOfUnits="25"/>
        <RoomTypeAllocation Start="2004-05-04" Duration="P3D"
NumberOfUnits="30"/>
        <RoomTypeAllocation Start="2004-05-07" Duration="P1D"
NumberOfUnits="15"/>
        </RoomTypeAllocations>
        <RatePlans>
        <RatePlan CurrencyCode="USD" RatePlanCode="VBSC">
        <BaseByGuestAmts>
        <BaseByGuestAmt AmountBeforeTax="10900"
NumberOfGuests="1"/>
        <BaseByGuestAmt AmountBeforeTax="11900"
NumberOfGuests="2"/>
        </BaseByGuestAmts>
        <MarketCode MarketCode="VBSSR" MarketCodeName="Staff"
CommissionableIndicator="false"/>
        <MarketCode MarketCode="VBSE" MarketCodeName="Exhibitors"
CommissionableIndicator="false"/>
        </RatePlan>
        </RatePlans>
        </RoomType>
    </RoomTypes>
    <BlockDescriptions>
    <BlockDescription Name="Block Facts" Start="2004-05-02" End="2004-05-09">
    <Text Formatted="true">MON MAY 3 - FRI MAY 7 1-5
NIGHTS</Text>
    <Text Formatted="true">BOOKING NUMBER: 3524</Text>
    <Text Formatted="true">VIRGINIA BOOKSELLERS CONVENTION</Text>
    <Text Formatted="true">ATTENDEES INDIV VBSA $89/$99
CA/EPO</Text>
    <Text Formatted="true">EXHIBITORS - GENR LIST VBSA $89/$99
CA/EPO</Text>
    <Text Formatted="true">EXHIBITORS - CONC LIST VBSC $109/$119
CA/EPO</Text>
    <Text Formatted="true">STAFF LIST VBSC $109/$119
SC/RM AND TAX</Text>
    <Text Formatted="true">GUESTS LIST VBSB $69/$79
SC/RM AND TAX</Text>
    <Text Formatted="true">SALES MANAGER: ASHLEY
SHEPHERD</Text>
    <Text Formatted="true">RESERVATIONS BY: VARIES (SEE
ABOVE)</Text>
    <Text Formatted="true">NEW RESERVATIONS OK?: YES,
ATTENDEES ONLY</Text>
    <Text Formatted="true">CHANGES/CANCELS OK?: YES,
ATTENDEES ONLY</Text>
    <Text Formatted="true">CUT OFF DATE: 11 APRIL
2004</Text>
    <Text Formatted="true">GROUP CONTACT: JOHN
CAMPBELL 804-788-5846</Text>
    <Text Formatted="true">MARKET CODE: VARIES -
VBS_R</Text>

```

---

```

        <Text Formatted="true">PMS ACCT #: 10059</Text>
        <Text Formatted="true">0*VBSNN1VBS</Text>
    </BlockDescription>
</BlockDescriptions>
<Contacts>
    <Contact ContactType="Group Contact">
        <PersonName>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>John</GivenName>
            <MiddleName>P.</MiddleName>
            <Surname>Campbell</Surname>
            <NameSuffix>Jr.</NameSuffix>
        </PersonName>
        <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="804"
PhoneNumber="788-5846"/>
        <Telephone PhoneTechType="3" CountryAccessCode="1" AreaCityCode="804"
PhoneNumber="788-2625"/>
        <Address>
            <AddressLine>2121 Turtle Run Drive</AddressLine>
            <CityName>Richmond</CityName>
            <PostalCode>23212</PostalCode>
            <StateProv StateCode="VA"/>
            <CountryName Code="US"/>
        </Address>
        <Email>JPCJR@VBS.org</Email>
    </Contact>
    <Contact ContactType="Hotel Contact">
        <PersonName>
            <NamePrefix>Ms.</NamePrefix>
            <GivenName>Ashley</GivenName>
            <Surname>Shepherd</Surname>
        </PersonName>
        <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="804"
PhoneNumber="643-3400"/>
    </Contact>
</Contacts>
</InvBlock>
</InvBlocks>
</OTA_HotelInvBlockNotifRQ>

```

#### 7.9.1.2. Response: Hotel Inventory Block Notification

An acknowledgement of successful receipt of this information would be sent by the reservation system back to the sales system.

#### OTA\_HotelInvBlockNotifRS.xml

TBD

### 7.10. OTA\_HotelInvCountNotifRQ/RS

The Inventory Count Notification message notifies a booking source of the amount of inventory available at a specific hotel property. It allows the Property Management System and Central Reservation Systems or other booking sources to synchronize the number of inventory items available for sale between them.

When a new hotel is opened for the first time, the Inventory Notification message would be used to supply the reservation systems with descriptions of rooms in the

---

hotel, as well as non-room products that are subject to inventory as well. The Inventory Count Notification is used to send base inventory levels by inventory code, (e.g.: room type code) to establish the physical inventory count. An Inventory Notification should always precede an Inventory Count Notification to establish the existence of inventory codes in the reservation system.

The physical inventory is the basis by which availability is determined. However, additional calculations figure into assigning the inventory counts for availability. Availability is a commitment to sell a room at a specific rate or plan. Since the same rooms may be sold under different rate plans, a system may carry a discrete inventory, or an inventory count in association with different rates. The superset of inventory may be greater than the physical count, with the actual number of rooms counted down when they are sold.

The Inventory Count Notification message can be used to communicate to revenue management systems how many rooms are available to sell during a specific period. A reservation system may choose not to synchronize with actual inventory numbers, rather with a threshold. Properties and booking sources need to agree on common thresholds, whether they are derived from virtual or real inventory, as well as a way to accommodate overbooking.

This Notification message allows for communicating both base and off-sell inventory. The base inventory message accommodates changes in the base inventory levels, such as adding a new wing of the hotel. The off-sell inventory message sends a count of the inventory that is not available for sale. The off-sell messages indicating whether that inventory is temporarily out of order or has been taken off the market, as well as whether the inventory count is an adjustment to a current off-sell value, or a replacement of a previously determined amount.

#### **7.10.1. Use Case 1 (TBD)**

TBD

##### **7.10.1.1. Request: Hotel Inventory Count Notification**

TBD.

**OTA\_HotelInvCountNotifRQ.xml**

TBD

##### **7.10.1.2. Response: Hotel Inventory Count Notification**

TBD.

**OTA\_HotelInvCountNotifRS.xml**

TBD

---

## 7.11. OTA\_HotelInvNotifRQ/RS

The Hotel Inventory Notification message is the message that sends the notification of the creation of a new inventory item, such as a room type or service type that did not previously exist at a hotel property. When the database of a reservation system or booking source is populated for the first time, the hotel inventory notification message would be used to send descriptions of the inventory in the hotel, both room and non-room products.

A Hotel Inventory Notification establishes the existence of inventory codes in the receiving system. In the exchange of inventory information, which is not always a simple process, the sending system and the receiving system may assign different codes to the same inventory item. This requires the use of a translation table to link the inventory item in one system with the same item in another system.

For that reason, the Hotel Inventory Notification message should precede the Inventory Count Notification and Rate Plan Notification messages. The Inventory Count Notification establishes the physical inventory count by inventory code, and a Rate Plan Notification assigns a rate plan to the inventory item.

While the Hotel Inventory Notification message provides the building block that populates or initializes the hotel for any reservation system to establish the number of rooms, etc., that can be sold, inventory restrictions that are associated with a rate can be set on the rate itself. Restrictions associated with a rate are sent using the Hotel Booking Rule Notification. Individual notification messages may be sent as separate transmissions or combined together within a MIME multipart envelope as each notification contains a Hotel Reference that identifies the hotel property.

When a hotel has been in operation for a period of time, the rooms, services and amenities that are part of inventory may change or be discontinued. The Inventory Notification allows for the update of an active inventory item, or the deletion of an inventory item altogether, indicating the current status of the inventory.

The response message returned for a new inventory item differs from other Availability, Rate and Inventory notification messages in that the receiving system may return the inventory code(s) assigned by that system that cross-reference with the codes received along with the confirmation that the message was processed successfully.

### 7.11.1. Use Case 1 (TBD)

TBD

#### 7.11.1.1. Request: Hotel Inventory Notification

TBD.

---

**OTA\_HotelInvNotifRQ.xml**

TBD

**7.11.1.2. Response: Hotel Inventory Notification**

TBD.

**OTA\_HotelInvNotifRS.xml**

TBD

**7.12. OTA\_HotelInvSyncRQ/RS**

TDB

**7.12.1. Use Case 1 (TBD)**

TBD

**7.12.1.1. Request: Hotel Inventory Synchronize**

TBD.

**OTA\_HotelInvSyncRQ.xml**

TBD

**7.12.1.2. Response: Hotel Inventory Synchronize**

TBD.

**OTA\_HotelInvSyncRS.xml**

TBD

**7.13. OTA\_HotelRateAmountNotifRQ/RS**

The Hotel RateAmount Notification message notifies a booking source of changes in the rates charged for room and non-room products of a hotel.

The creation of a new rate plan is done through the Rate Plan Notification message. When the rate amount of an active (bookable) rate plan changes, an update is made through the Rate Amount Notification. The Status Application Control is used to identify the inventory item (or inventory block), and the rate plan that the change in rate amount applies to.

The Hotel Rate Amount Message defines the amount of the base rate, as well as the maximum number of adults permitted in a room at the rate, along with the charges for additional adults and children. Tax amounts that apply to the rate are

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also communicated, indicating the type of tax, and how it is calculated, whether a flat amount or percentage. In short, the Rate Amount Notification should convey all of the information needed by a reservation system to book a hotel room (or non-room product) at the newly-established rate amount.

Using the Status Application Control, rate changes can be made based on dates, days of week, rate plan codes and/or inventory and inventory block codes. The following are examples of different types of rate amount changes that could be applied through this message:

- **Dates**—the rate changes from \$89.00 per night to \$99.00 per night from May 21st through July 31st for double bed rooms and king bed rooms (inventory code).
- **Days of Week**—The rate for all rooms on this property change from \$69.00 per night to \$59.00 per night on Fridays and Saturdays.
- **RatePlan Codes**—AAA and AARP rates are increased from \$79.00 to \$89.00 per night.
- **Inventory Codes** (Room product)—Suites and apartment room rates are increased by 10% (using inventory codes that define these inventory types).
- **Inventory Code** (Non-room product)—Rates for ballrooms and meeting rooms are increased from May 1<sup>st</sup> through July 1<sup>st</sup>.
- **Inventory Block Code**—The room rate for a convention group (identified by inventory block code) is \$95.00 per night.
- **Additional occupancy**—Rates are \$ 9.00 per night for additional adults. Rates for additional children are \$5.00 per night.

When a rate amount is changed, the new rate amount must be populated up through the distribution system. The Viewership element defines the authorized distribution channel for the inventory, and the profile of the authorized booker for the inventory. Viewership is generally set up when a new rate plan code is negotiated. The authorized distribution channels are determined by the collection of destination codes in the Status Application Control.

#### 7.13.1. Use Case 1 (TBD)

TBD

##### 7.13.1.1. Request: Hotel Rate Amount Notification

TBD.

OTA\_HotelRateAmountNotifRQ.xml

TBD



---

#### 7.13.1.2. Response: Hotel Rate Amount Notification

TBD.

**OTA\_HotelRateAmountNotifRS.xml**

TBD

#### 7.14. OTA\_HotelRatePlanNotifRQ/RS

The Hotel Rate Plan Notification message is used to notify a booking source of a new rate plan created for a hotel, or to modify and synchronize existing rate plans between systems.

When a hotel creates a new rate, whether that hotel is new or has been in operation for some period of time, the synchronization of rate plans can be a complicated process. A translation table may be required to identify the rate plan in one system with the same rate plan that is stored in another system. The Hotel Rate Plan Notification message is sent to a booking agent, indicating whether this is: 1) the initial announcement of a new rate plan, 2) an update of an active (bookable) rate plan, or 3) a notification that a rate plan is no longer in effect and should be deactivated in the booking agent's system.

With the creation of a new rate plan, a business process must also take place to ensure that the rate plan is populated up through the distribution system. New rate plans and group blocks are broadcast through authorized channels of distribution determined by negotiated business agreements.

Viewership is usually set up when a new rate plan code is negotiated and it defines the distribution channel for the rate plan, and the profile of the authorized booker(s). The distribution channels are indicated by a collection of System Codes.

When a hotel system sends out a status message to notify systems of the availability of a hotel, the StatusApplicationControl uses the rate plan codes that have been established by the Hotel Rate Plan Notification to determine which rate plans are available. The RatePlanCodeType indicates whether the rate plan(s) available are a single rate plan, or a grouping of rate plans.

The RatePlan Shoulders, Sellable Products and Viewerships contain a Reference Place Holder (RPH) element that can be used for indexing to identify a specific rate plan among a group of items of the same name.

The <OTA\_HotelRatePlanNotifRS> returns a response to the Hotel Rate Plan Notification request message, indicating that the notification message was successfully processed, warnings from business processing rules or errors if the notification was not able to be processed.

Additionally, the response message may return the RatePlanCode(s) and /or Rate Plan Grouping Codes assigned to the rate plan by the receiving system in response to a new rate plan notification. These values would only be returned when the notification is of *RatePlanCodeType*= New and the sender is translating

---

rate plan codes. If this is the case, the values sent in the RatePlanCode or RatePlanGroupingCode attributes could be empty, and in subsequent transactions for the inventory item, the sender would be able to populate the rate plan code with the value returned by the receiver.

#### **7.14.1. Use Case 1 (TBD)**

TBD

##### **7.14.1.1. Request: Hotel Rate Plan Notification**

TBD.

**OTA\_HotelRatePlanNotifRQ.xml**

TBD

##### **7.14.1.2. Response: Hotel Rate Plan Notification**

TBD.

**OTA\_HotelRatePlanNotifRS.xml**

TBD

#### **7.15. OTA\_HotelReservationModify**

The OTA\_HotelResModifyRQ/RS message set handles the need for a full overlay of the reservation for the purpose of making a change to an existing booking.

This message has greatly reused (approx 95%) of the OTA\_HotelResRQ/RS. Additionally, the HotelReservation.xsd has been extended with new fields to identify that this is a modification to a previously committed reservation. The modify message can be sent independently or in conjunction with the OTA\_HotelAvailRQ message, which was enhanced to allow a confirmation number to be sent in order to take into account the inventory being held by the existing reservation.

With this model, trading partner A may either send the OTA\_HotelResModifyRQ message following the OTA\_HotelAvailRQ/RS or independently send the modify message if confirmation of available inventory is not needed.

##### **7.15.1. Use Case 1**

The Razzmatazz Hotel has agreed to hold a block of rooms for Expedia. Due to this agreement, Expedia knows how many and at what rate they have rooms available at the Razzmatazz Hotel each night.

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Crystal Tanner has a reservation at the Razzmatazz that she previously booked through Expedia.com. The reservation is arriving on June 4<sup>th</sup> and departing on June 8<sup>th</sup>, 2003.

#### 7.15.1.1. Request: Hotel Reservation Modify

Crystal Tanner requests to extend her reservation by one night through Expedia. Crystal has also decided that she would like to request a non-smoking room. Since Expedia holds inventory for the Razzmatazz there is no need to perform an availability check. Expedia verifies in their system that the room and rate are available, they then send the OTA\_HotelResModifyRQ transaction to the Razzmatazz hotel to inform them of the update.

#### OTA\_HotelResModify\_RQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRQ EchoToken="592" TimeStamp="2003-03-11T17:54:00-08:00" Target="Production"
Version="1.002" PrimaryLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="18" ID="Expedia.com"/>
      <BookingChannel Type="2" Primary="true">
        <CompanyName>Expedia</CompanyName>
      </BookingChannel>
    </Source>
  </POS>
  <HotelResModifies>
    <HotelResModify RoomStayReservation="true" CreateDateTime="2003-03-11T17:29:00-08:00"
CreatorID="Expedia">
      <UniquelD Type="14" ID="1312"/>
      <RoomStays>
        <RoomStay>
          <RoomTypes>
            <RoomType RoomTypeCode="A1K" IsRoom="true"/>
          </RoomTypes>
          <RatePlans>
            <RatePlan RatePlanCode="RAC" EffectiveDate="2003-06-04" ExpireDate="2003-06-
09"/>
          </RatePlans>
          <RoomRates>
            <RoomRate EffectiveDate="2003-06-04" ExpireDate="2003-06-09"
RoomTypeCode="A1K" NumberOfUnits="1" RatePlanCode="RAC">
              <Rates>
                <Rate EffectiveDate="2003-06-04" ExpireDate="2003-06-06"
RateTimeUnit="Day" UnitMultiplier="2">
                  <Base AmountBeforeTax="110" CurrencyCode="USD"/>
                </Rate>
                <Rate EffectiveDate="2003-06-06" ExpireDate="2003-06-07"
RateTimeUnit="Day" UnitMultiplier="1">
                  <Base AmountBeforeTax="180" CurrencyCode="USD"/>
                </Rate>
                <Rate EffectiveDate="2003-06-07" ExpireDate="2003-06-09"
RateTimeUnit="Day" UnitMultiplier="2">
                  <Base AmountBeforeTax="100" CurrencyCode="USD"/>
                </Rate>
              </Rates>
            </RoomRate>
          </RoomRates>
        </RoomStay>
      </RoomStays>
    </HotelResModify>
  </HotelResModifies>
</OTA_HotelResModifyRQ>
```

---

```

    <GuestCounts IsPerRoom="true">
      <GuestCount AgeQualifyingCode="10" Count="1"/>
    </GuestCounts>
    <TimeSpan Start="2003-06-04" End="2003-06-09"/>
    <Total AmountAfterTax="550" CurrencyCode="USD">
      <Taxes Amount="50" CurrencyCode="usd">
        <Tax Type="Exclusive" Code="8" Amount="50" CurrencyCode="USD"/>
      </Taxes>
    </Total>
    <BasicPropertyInfo ChainCode="HX" BrandCode="DT" HotelCode="AXY772"/>
    <ResGuestRPHs>
      <ResGuestRPH RPH="1"/>
    </ResGuestRPHs>
    <SpecialRequests>
      <SpecialRequest Language="en-us" RequestCode="1.14">
        <Text Formatted="false" Language="en-us">1 king</Text>
      </SpecialRequest>
      <SpecialRequest Language="en-us" RequestCode="2.1">
        <Text Formatted="false" Language="en-us">Non-Smoking</Text>
      </SpecialRequest>
    </SpecialRequests>
  </RoomStay>
</RoomStays>
<ResGuests>
  <ResGuest ResGuestRPH="1" AgeQualifyingCode="10">
    <Profiles>
      <ProfileInfo>
        <Profile ProfileType="1">
          <Customer>
            <PersonName>
              <GivenName>Crystal</GivenName>
              <MiddleName>Vanessa</MiddleName>
              <Surname>Tanner</Surname>
            </PersonName>
          </Customer>
        </Profile>
      </ProfileInfo>
    </Profiles>
  </ResGuest>
</ResGuests>
<ResGlobalInfo>
  <HotelReservationIDs>
    <HotelReservationID ResID_Type="8" ResID_Value="1312" ResID_Source="Expedia"
ResID_Date="2003-03-11T17:29:00-08:00"/>
  </HotelReservationIDs>
</ResGlobalInfo>
</HotelResModify>
</HotelResModifies>
</OTA_HotelResModifyRQ>

```

#### 7.15.1.2. Response: Hotel Reservation Modify

The response comes back that the modification was successful.

#### OTA\_HotelResModify\_RS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRS EchoToken="592" TimeStamp="2003-03-11T19:58:00-08:00" Target="Production"
Version="1.002" PrimaryLangID="en-us" ResResponseType="Modified"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyRS.xsd">
  <Success/>

```

---

```

    <HotelResModifies>
      <HotelResModify>
        <ResGlobalInfo>
          <HotelReservationIDs>
            <HotelReservationID ResID_Type="8" ResID_Value="1312" ResID_Source="Expedia"
ResID_Date="2003-03-11T17:29:00-08:00"/>
            <HotelReservationID ResID_Type="3" ResID_Value="4757585"
ResID_Source="XXXCRS" ResID_Date="2003-03-11T19:45:00-08:00"/>
          </HotelReservationIDs>
        </ResGlobalInfo>
      </HotelResModify>
    </HotelResModifies>
  </OTA_HotelResModifyRS>

```

## 7.16. OTA\_HotelResModifyNotifRQ/RS

TBD

### 7.16.1. Use Case 1 (TBD)

TBD

#### 7.16.1.1. Request: Hotel Reservation Modify Notification

TBD.

#### OTA\_HotelResModifyNotifRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyNotifRQ.xsd" EchoToken="9694485" TimeStamp="2003-09-25T19:51:00-07:00"
Target="Production" Version="1.001" PrimaryLangID="en-us">
  <POS>
    <Source>
      <RequestorID Type="18" ID="Expedia.com"/>
      <BookingChannel Type="2" Primary="true">
        <CompanyName>Expedia</CompanyName>
      </BookingChannel>
    </Source>
  </POS>
  <HotelResModifies>
    <HotelResModify RoomStayReservation="true" CreateDateTime="2003-09-25T19:51:00-07:00"
CreatorID="Expedia">
      <UniquelD Type="14" ID="12277021"/>
      <RoomStays>
        <RoomStay>
          <RoomTypes>
            <RoomType RoomTypeCode="A00" IsRoom="true"/>
          </RoomTypes>
          <RatePlans>
            <RatePlan RatePlanCode="BBB" EffectiveDate="2003-09-25" ExpireDate="2003-09-
26"/>
            <RatePlan RatePlanCode="BBB" EffectiveDate="2003-09-26" ExpireDate="2003-09-
27"/>
          </RatePlans>
          <RoomRates>
            <RoomRate EffectiveDate="2003-09-25" ExpireDate="2003-09-26"
RoomTypeCode="A00" NumberOfUnits="1" RatePlanCode="BBB">
              <Rates>

```

---

```

        <Rate EffectiveDate="2003-09-25" ExpireDate="2003-09-26"
RateTimeUnit="Day" UnitMultiplier="1">
        <Base AmountBeforeTax="138.58" CurrencyCode="USD"/>
        <AdditionalGuestAmounts>
        <AdditionalGuestAmount>
        <Amount AmountBeforeTax="0.00" CurrencyCode="USD"/>
        </AdditionalGuestAmount>
        </AdditionalGuestAmounts>
        <Fees>
        <Fee TaxInclusive="false" Type="Exclusive" Code="1" Amount="0.00"
CurrencyCode="USD"/>
        </Fees>
        </Rate>
    </Rates>
</RoomRate>
    <RoomRate EffectiveDate="2003-09-26" ExpireDate="2003-09-27"
RoomTypeCode="A00" NumberOfUnits="1" RatePlanCode="BBB">
    <Rates>
    <Rate EffectiveDate="2003-09-26" ExpireDate="2003-09-27"
RateTimeUnit="Day" UnitMultiplier="1">
    <Base AmountBeforeTax="113.98" CurrencyCode="USD"/>
    <AdditionalGuestAmounts>
    <AdditionalGuestAmount>
    <Amount AmountBeforeTax="0.00" CurrencyCode="USD"/>
    </AdditionalGuestAmount>
    </AdditionalGuestAmounts>
    <Fees>
    <Fee TaxInclusive="false" Type="Exclusive" Code="1" Amount="0.00"
CurrencyCode="USD"/>
    </Fees>
    </Rate>
    </Rates>
</RoomRate>
</RoomRates>
    <GuestCounts IsPerRoom="true">
    <GuestCount AgeQualifyingCode="10" Count="1"/>
    </GuestCounts>
    <TimeSpan Start="2003-09-25" End="2003-09-27"/>
    <Total AmountAfterTax="288.04" CurrencyCode="USD">
    <Taxes Amount="35.48" CurrencyCode="USD">
    <Tax Type="Exclusive" Code="27" Amount="35.48" CurrencyCode="USD"/>
    </Taxes>
    </Total>
    <BasicPropertyInfo ChainCode="HH" BrandCode="HH" HotelCode="09138"/>
    <ResGuestRPHs>
    <ResGuestRPH RPH="1"/>
    </ResGuestRPHs>
    <SpecialRequests>
    <SpecialRequest Language="en-us" RequestCode="1.14">
    <Text Formatted="false" Language="en-us">1 king</Text>
    </SpecialRequest>
    <SpecialRequest Language="en-us" RequestCode="2.3">
    <Text Formatted="false" Language="en-us"/>
    </SpecialRequest>
    </SpecialRequests>
</RoomStay>
</RoomStays>
<ResGuests>
    <ResGuest ResGuestRPH="1" AgeQualifyingCode="10">
    <Profiles>
    <ProfileInfo>
    <Profile ProfileType="1">
    <Customer>
    <PersonName>
    <GivenName>lisa</GivenName>
    <MiddleName>maria</MiddleName>

```

---

```

        <Surname>bisagni</Surname>
      </PersonName>
    </Customer>
  </Profile>
</ProfileInfo>
</Profiles>
</ResGuest>
</ResGuests>
<ResGlobalInfo>
  <HotelReservationIDs>
    <HotelReservationID ResID_Type="8" ResID_Value="12277021"
ResID_Source="Expedia" ResID_Date="2003-09-25T19:51:00-07:00"/>
    <HotelReservationID ResID_Type="3" ResID_Value="3172305611"
ResID_Source="Hilton" ResID_Date="2003-09-05T13:32:00-07:00"/>
  </HotelReservationIDs>
</ResGlobalInfo>
</HotelResModify>
</HotelResModifies>
</OTA_HotelResModifyNotifRQ>

```

#### 7.16.1.2. Response: Hotel Reservation Modify Notification

TBD.

**OTA\_HotelResModifyNotifRS.xml**

TBD

### 7.17. OTA\_HotelResNotifRQ/RS

The Hotel Reservation Notification provides a request/response pair of messages to support the functionality of updating other systems with reservation data. The message set assumes a push model, with the sending system pushing the data to another system. The sending system would usually be a booking source, such as a Global Distribution System (GDS), a Central Reservation System (CRS) or some other agent of the hotel.

The business model assumes that the sending system either has the authority to take a reservation, or is passing along a message from such a system. The message is a notification of the creation or a modification, or cancellation before that reservation has been ended, and does not require the receiving system to confirm the booking, only the receipt of the message. The responding system may add its own data (such as its own confirmation ID) and include that data in the response message.

The sending system will send a report using the OTA\_HotelResNotifRQ message. The receiving system will acknowledge its receipt of that report using the OTA\_HotelResNotifRS message.

- **OTA\_HotelResNotifRQ**—Sends a reservation to another system. All the elements and attributes are optional, unless otherwise stated as required.

- 
- **OTA\_HotelResNotifRS**—Returns acknowledgement that the reservation has been successfully received or includes warnings from business processing rules or errors if the request did not succeed. It may optionally include the updated reservation data.

#### **7.17.1. Use Case 1 (TBD)**

TBD

##### **7.17.1.1. Request: Hotel Reservation Notification**

TBD.

**OTA\_HotelResNotifRQ.xml**

TBD

##### **7.17.1.2. Response: Hotel Reservation Notification**

TBD.

**OTA\_HotelResNotifRS.xml**

TBD

#### **7.18. OTA\_HotelResRQ/RS**

The Hotel Reservation Request message is used to send a request from one booking source to another booking source requesting a hotel reservation. Typically the Hotel Reservation Request message would be used by a Central Reservation System (CRS), Global Distribution System (GDS), Internet booker, or other travel service provider that does not have the authority to book a reservation directly, but must determine the status of a property prior to booking a reservation. In the travel industry, allotments of inventory become difficult to manage if dispersed to multiple parties, so the control of inventory is usually held by the hotel property or the Central Reservation Office (CRO) of the hotel chain.

The Hotel Reservation Request message is often preceded by an Availability Request message. Upon querying the system that holds the inventory and learning that inventory is available at a chosen hotel property, the request is sent to book the hotel services. The Hotel Availability Request/Response messages do not hold inventory when the response of availability is returned. The availability query response only provides a snapshot at the time that the request is made. Depending upon the time between determining availability and sending the request to book a reservation, it cannot be assumed that a booking request will be approved.



---

There is not a requirement to determine availability prior to sending a reservation request. Travel agencies or individual guests may send a request to book a reservation from an Internet site if all the information required for booking is known. The OTA\_HotelResRQ message can initiate the first message in the sequence of booking a reservation.

- **OTA\_HotelResRQ**—Sends a request for a reservation to another system. All the elements and attributes that constitute the reservation that are known are sent with the request.
- **OTA\_HotelResRS**—Returns confirmation that the reservation has been successfully booked, and includes a confirmation or reservation number to identify the reservation. Warnings from business processing rules or errors are returned if the request did not succeed. It may optionally include the updated reservation data.

The message conversation may involve several request/response pairs before the final reservation is booked. During the process, a reservation can be rolled back or cancelled until the point at which the reservation is committed. In the seamless environment, the reservation system makes a commitment at an interim point but must retract that commitment if the reservation is not completed. For reservations that carry deposit penalties, refund penalties, or are non-cancelable, an interim commitment cannot be made.

The reservation request is an atomic request that can either be approved or denied depending on the status of the hotel inventory or whatever other business reasons that the hotel might have for declining the request.

The first three enumerations of the ResRequestType attribute: 1) Initiate, 2) Ignore, 3) Modify, indicate a tentative message and are used before a commitment is made or a reservation contractually incurred. The purpose of the Modify attribute is to change what is being requested. It does not modify an already confirmed booking. A cancellation cannot be made, and no cancellation penalties can be applied, until a message indicating a Commit has taken place. It is incumbent on the receiving system to periodically clean up tentative transactions, particularly in cases where the Ignore is never successfully received.

Once the Commit is specified and a ConfirmationID and/or ReservationID returned in the Reservation Booking Response message, a reservation exists from that point forward. A Committed reservation requires a new message request be initiated in order to change the reservation. By starting with the confirmation number or ReservationID of the existing reservation, the current reservation has been identified.

When a system requests a new tentative reservation that modifies a confirmed reservation, it would not want to cancel the original commitment before being able to confirm the change. The requesting system would need to retain the original reservation while making changes, and the receiving system would be tasked to process the modification request according to business rules.

---

#### **7.18.1. Use Case 1 (TBD)**

TBD

##### **7.18.1.1. Request: Hotel Reservation**

TBD.

**OTA\_HotelResRQ.xml**

TBD

##### **7.18.1.2. Response: Hotel Reservation**

TBD.

**OTA\_HotelResRS.xml**

TBD

#### **7.19. OTA\_HotelRFP\_MeetingNotifRQ/RS**

Because most hotels currently cannot respond to the RFPs in real-time, this message was created. The intended use case of this message is the following scenario, after receiving an OTA\_HotelRFP\_MeetingRQ, an OTA\_HotelRFP\_MeetingRS will be returned saying we will respond in a certain amount of time in the future in a certain manner. This future detailed response uses this OTA\_HotelRFP\_MeetingNotifRQ message. Additionally, the OTA\_HotelRFP\_MeetingNotifRQ may be used to provide updated information in the future regarding the original RFP.

##### **7.19.1. Use Case 1**

###### **7.19.1.1. Request: Simple RFP Notification with Primary Dates**

In response to the Houston Astros Soccer Club request the following information would be applied:

###### **Deliver Responses to:**

Julie Clark  
785 Walnut Lane  
Houston, TX 77571  
Phone: 281-771-6846  
Fax: 281-771-8541  
Email: [Julie\\_Clark@att.net](mailto:Julie_Clark@att.net)

**FROM:** Hilton DFW Lakes Executive Conference Center

Lori Smith

28 May 2004

---

Director of Sales

800 Highway 26 East  
Grapevine, TX 76051  
United States of America  
Email: [lsmith@dfwhilton.com](mailto:lsmith@dfwhilton.com)  
(817) 481-8444 - main phone  
(817) 481-3160 - main fax  
(817) 410-6772 - sales phone  
(817) 481-3146 - sales fax

Yes, Our facility is interested.

<b>Arrival Date:</b>	October 10, 2004
<b>Departure Date:</b>	October 12, 2004
<b>Single Rate:</b>	\$92.00
<b>Double Rate:</b>	\$92.00
<b>Option</b>	1 <sup>st</sup> Option
<b>City Tax</b>	7.25%
<b>State Tax</b>	7.75%
<b>Room Block</b>	Total 15
<b>Single</b>	5 Rooms per Night
<b>Double</b>	10 Rooms per Night

Comments:

- Room Rates include continental breakfast for you and your group on the same floor as the guest rooms.
- Televisions can be set with parental controls for stations and movie channels.
- All Rooms paid by master account can be credited towards your Hhonors account, if paid individually this would not apply.
- We would be happy to have your team with us! Let me know if I can hold space for you.

#### OTA\_RFP\_MeetingNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_HotelRFP_MeetingNotifRQ.xsd" EchoToken="String" TimeStamp="2001-12-17T09:30:47-05:00"
  Target="Production" Version="1.000" TransactionIdentifier="String" SequenceNbr="1"
  TransactionStatusCode="Start" PrimaryLangID="en-us" AltLangID="en-us">
  <RFP_ResponseSegments>
    <RFP_ResponseSegment>
      <Sites>
        <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton
        DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
          <ResponseType DetailIncludedIndicator="true"/>
        </Site>
      </Sites>
    </RFP_ResponseSegment>
  </RFP_ResponseSegments>
</OTA_HotelRFP_MeetingNotifRQ>
```

---

```

    <ContactInfos>
      <ContactInfo ContactType="Director of Sales">
        <PersonName>
          <NamePrefix>Ms.</NamePrefix>
          <GivenName>Lori</GivenName>
          <Surname>Smith</Surname>
        </PersonName>
        <Telephone PhoneLocationType="4" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
        <Telephone PhoneLocationType="4" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
        <Telephone PhoneLocationType="5" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
        <Telephone PhoneLocationType="5" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
        <Address Type="2" UseType="6">
          <StreetNmbr>800 Highway 26 East</StreetNmbr>
          <CityName>Grapevine</CityName>
          <PostalCode>76051-9641</PostalCode>
          <StateProv StateCode="TX"/>
          <CountryName Code="US"/>
        </Address>
        <Email EmailType="6">lsmith@dfwhilton.com</Email>
      </ContactInfo>
    </ContactInfos>
    <Dates>
      <Date Start="2004-10-10" End="2004-10-12" ProposedDateIndicator="Primary">
        <RoomBlock>
          <StayDates>
            <StayDate Start="2004-10-10" End="2004-10-12">
              <StayDateRooms>
                <StayDateRoom RoomType="single" NumberOfUnits="5">
                  <Rates>
                    <Rate Amount="92.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                      <Taxes CurrencyCode="USD">
                        <Tax Percent="7.25" Code="3"/>
                        <Tax Percent="7.75" Code="15"/>
                      </Taxes>
                    </Rate>
                  </Rates>
                </StayDateRoom>
                <StayDateRoom RoomType="double" NumberOfUnits="10">
                  <Rates>
                    <Rate Amount="92.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                      <Taxes CurrencyCode="USD">
                        <Tax Percent="7.25" Code="3"/>
                        <Tax Percent="7.75" Code="15"/>
                      </Taxes>
                    </Rate>
                  </Rates>
                </StayDateRoom>
                <StayDateRoom RoomType="double" NumberOfUnits="10">
                  <Rates>
                    <Rate Amount="92.00" CurrencyCode="usd"
DecimalPlaces="2" OccupancyRate="Single">
                      <Taxes CurrencyCode="usd">
                        <Tax Percent="7.25" Code="3"/>
                        <Tax Percent="7.75" Code="15"/>
                      </Taxes>
                    </Rate>
                  </Rates>
                </StayDateRoom>
              </StayDateRooms>
            </StayDate>
          </StayDates>
        </RoomBlock>
      </Date>
    </Dates>

```

```

        </StayDates>
      </RoomBlock>
    </Date>
  </Dates>
  <Comment>
    <Text xsi:language="en">
      Room Rates include continental breakfast for you and your group on the same floor
      as the guest rooms. Televisions can be set with parental controls for stations and movie channels. All Rooms
      paid by master account can be credited towards your Hhonor account, if paid individually this would not
      apply. We would be happy to have your team with us! Let me know if I can hold space for you.</Text>
    </Comment>
    <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456"/>
  </Site>
</Sites>
<RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230"/>
</RFP_ResponseSegment>
</RFP_ResponseSegments>
<MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_MeetingNotifRQ>

```

#### 7.19.1.2. Response: Acknowledgement of Receipt of Request

The message is successfully received.

#### OTA\_HotelRFP\_MeetingNotifRS\_Success.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingNotifRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_HotelRFP_MeetingNotifRS.xsd" Version="1.000">
  <Success/>
  <MessageID URL="http://www.mpoint.com" Type="13" ID="102230" ID_Context="Message_ID"/>
</OTA_HotelRFP_MeetingNotifRS>

```

#### 7.19.2. Use Case 2

<b>Alternate Arrival Date:</b>	October 17, 2004
<b>Alternate Departure Date:</b>	October 19, 2004
<b>Single Rate:</b>	\$85.00
<b>Double Rate:</b>	\$85.00
<b>Option</b>	Alternate
<b>City Tax</b>	7.25%
<b>State Tax</b>	7.75%
<b>Room Block</b>	Total 15
<b>Single</b>	5 Rooms per Night

<b>Double</b>	10 Rooms per Night
---------------	--------------------

**7.19.2.1. Request: Simple RFP Notification with Alternate Dates**

In response to the Houston Astros Soccer Club request the following information would be applied:

**Deliver Responses to:**

Julie Clark  
 785 Walnut Lane  
 Houston, TX 77571  
 Phone: 281-771-6846  
 Fax: 281-771-8541  
 Email: [Julie\\_Clark@att.net](mailto:Julie_Clark@att.net)

**FROM:** Doubletree Hotel Dallas-Lincoln Centre near the Galleria

Tiffany Jones

Director of Sales

5410 LBJ Freeway  
 Dallas, TX 75240  
 United States of America  
 Email: [tjones@ddallas\\_hilton.com](mailto:tjones@ddallas_hilton.com)  
 (972) 934-8400 - main phone  
 (972) 701-5244 - main fax  
 (972) 701-5127 - sales phone  
 (972) 701-5137 - sales fax

<b>Alternate Arrival Date:</b>	October 17, 2004
<b>Alternate Departure Date:</b>	October 19, 2004
<b>Single Rate:</b>	\$85.00
<b>Double Rate:</b>	\$85.00
<b>Option</b>	Alternate
<b>City Tax</b>	7.25%
<b>State Tax</b>	7.75%
<b>Room Block</b>	Total 15
<b>Single</b>	5 Rooms per Night
<b>Double</b>	10 Rooms per Night

## OTA\_RFP\_MeetingNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_HotelRFP_MeetingNotifRQ.xsd" EchoToken="String" TimeStamp="2001-12-17T09:30:47-05:00"
  Target="Production" Version="1.000" TransactionIdentifier="String" SequenceNmbr="1"
  TransactionStatusCode="Start" PrimaryLangID="en-us" AltLangID="en-us">
  <RFP_ResponseSegments>
    <RFP_ResponseSegment>
      <Sites>
        <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton
          DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
          <ResponseType DetailIncludedIndicator="true"/>
          <ContactInfos>
            <ContactInfo ContactType="Director of Sales">
              <PersonName>
                <NamePrefix>Ms.</NamePrefix>
                <GivenName>Lori</GivenName>
                <Surname>Smith</Surname>
              </PersonName>
              <Telephone PhoneLocationType="4" PhoneTechType="1"
                CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
              <Telephone PhoneLocationType="4" PhoneTechType="3"
                CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
              <Telephone PhoneLocationType="5" PhoneTechType="1"
                CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
              <Telephone PhoneLocationType="5" PhoneTechType="3"
                CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
              <Address Type="2" UseType="6">
                <StreetNmbr>800 Highway 26 East</StreetNmbr>
                <CityName>Grapevine</CityName>
                <PostalCode>76051-9641</PostalCode>
                <StateProv StateCode="TX"/>
                <CountryName Code="US"/>
              </Address>
              <Email EmailType="6">lsmith@dfwhilton.com</Email>
            </ContactInfo>
          </ContactInfos>
          <Dates>
            <Date Start="2004-10-17" End="2004-10-19" ProposedDateIndicator="Alternate">
              <RoomBlock>
                <StayDates>
                  <StayDate Start="2004-10-17" End="2004-10-19">
                    <StayDateRooms>
                      <StayDateRoom RoomType="single" NumberOfUnits="5">
                        <Rates>
                          <Rate Amount="85.00" CurrencyCode="USD"
                            DecimalPlaces="2" OccupancyRate="Single">
                            <Taxes CurrencyCode="USD">
                              <Tax Percent="7.25" Code="3"/>
                              <Tax Percent="7.75" Code="15"/>
                            </Taxes>
                          </Rate>
                        </Rates>
                      </StayDateRoom>
                      <StayDateRoom RoomType="double" NumberOfUnits="10">
                        <Rates>
                          <Rate Amount="85.00" CurrencyCode="USD"
                            DecimalPlaces="2" OccupancyRate="Single">
                            <Taxes CurrencyCode="USD">
```

---

```

        <Tax Percent="7.25" Code="3"/>
        <Tax Percent="7.75" Code="15"/>
    </Taxes>
</Rate>
</Rates>
</StayDateRoom>
</StayDateRooms>
</StayDate>
</StayDates>
</RoomBlock>
</Date>
</Dates>
<Comment>
    <Text xsi:language="en">
        Unfortunately, we are sold out over the dates you requested. If you are able to adjust
        your dates we could accommodate you the following week. Please let me know if this will work for your team.
    </Text>
</Comment>
    <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456">
</SiteID>
</Site>
</Sites>
</RFP_ResponseSegment>
</RFP_ResponseSegments>
    <MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_MeetingNotifRQ>

```

#### 7.19.2.2. Response: (TBD)

TBD.

### 7.19.3. Use Case 3

#### 7.19.3.1. Request: Simple RFP Notification Decline

In response to the Houston Astros Soccer Club request the following information would be applied:

##### Deliver Responses to:

Julie Clark  
 785 Walnut Lane  
 Houston, TX 77571  
 Phone: 281-771-6846  
 Fax: 281-771-8541  
 Email: [Julie\\_Clark@att.net](mailto:Julie_Clark@att.net)

**FROM:** Hilton DFW Lakes Executive Conference Center

Lori Smith

Director of Sales

28 May 2004



800 Highway 26 East  
Grapevine, TX 76051  
United States of America  
Email: [lsmith@dfwhilton.com](mailto:lsmith@dfwhilton.com)  
(817) 481-8444 - main phone  
(817) 481-3160 - main fax  
(817) 410-6772 - sales phone  
(817) 481-3146 - sales fax

We apologize, but our facility cannot accommodate your request at this time.

### OTA\_RFP\_MeetingNotifRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_HotelRFP_MeetingNotifRQ.xsd" EchoToken="String" TimeStamp="2001-12-17T09:30:47-05:00"
  Target="Production" Version="1.000" TransactionIdentifier="String" SequenceNmbr="1"
  TransactionStatusCode="Start" PrimaryLangID="en-us" AltLangID="en-us">
  <RFP_ResponseSegments>
    <RFP_ResponseSegment>
      <Sites>
        <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton
        DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
          <ResponseType DetailIncludedIndicator="true" DeclineIndicator="true"
          DeclineReasonCode="5"/>
          <ContactInfos>
            <ContactInfo ContactType="Director of Sales">
              <PersonName>
                <NamePrefix>Ms.</NamePrefix>
                <GivenName>Lori</GivenName>
                <Surname>Smith</Surname>
              </PersonName>
              <Telephone PhoneLocationType="4" PhoneTechType="1"
              CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
              <Telephone PhoneLocationType="4" PhoneTechType="3"
              CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
              <Telephone PhoneLocationType="5" PhoneTechType="1"
              CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
              <Telephone PhoneLocationType="5" PhoneTechType="3"
              CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
              <Address Type="2" UseType="6">
                <StreetNmbr>800 Highway 26 East</StreetNmbr>
                <CityName>Grapevine</CityName>
                <PostalCode>76051-9641</PostalCode>
                <StateProv StateCode="TX"/>
                <CountryName Code="US"/>
              </Address>
              <Email EmailType="6">lsmith@dfwhilton.com</Email>
            </ContactInfo>
          </ContactInfos>
          <Comment>
            <Text xsi:language="en">
              We apologize, but our facility cannot accommodate your request at this time.</Text>
            </Comment>
            <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456"/>
          </Site>
        </Sites>
      </RFP_ResponseSegment>
    </RFP_ResponseSegments>
  <MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_MeetingNotifRQ>
```

---

</OTA\_HotelRFP\_MeetingNotifRQ>

#### **7.19.3.2. Response:**

TBD.

**OTA\_HotelRFP\_MeetingNotifRS.xml**

### **7.20. OTA\_HotelRFP\_MeetingRQ/RS**

The Request and Response RFP/RFI (requests for proposals/ requests for information) Messages expand on the hotel message sets, to further automate a large section of hotel responses to information. For example, an RFP/RFI is generally sent from a customer, agency, corporation, etc. to the sales team within a hotel(s) or national/regional office(s), who must then manually reply to the message(s) in various ways, such as phone, fax, email, etc. This new RFP/RFI request/response messages replaces the inconsistent and highly manual effort of sending the requests and the acknowledgment of receiving the request. This request/response message set is designed for use for RFP/RFI Group and Meeting.

#### **7.20.1. Use Case 1**

##### **7.20.1.1. Request: Simple Request for Proposal**

Julie Clark's son's soccer team, Houston Astros Soccer Club, has a soccer tournament in Dallas, TX on October 10 – 12, 2003. The team needs 15 rooms for 2 nights in Dallas, TX. Julie typically stays with Hilton Hotels on business travel and is a Hilton HHonors member (number 528126539). Julie decides to go on-line to [www.hiltondirect.com](http://www.hiltondirect.com) in order to request the price for the rooms.

Julie fills out her contact information and room requirements, and then submits an on-line request for proposal to several Hilton hotels in the Dallas, TX area. HiltonDirect.com's lead management functionality is powered by Plansoft, whose meeting planner site is [www.mpoint.com](http://www.mpoint.com).

##### Contact Information:

Julie Clark  
785 Walnut Lane  
Houston, TX 77571  
Phone: 281-771-6846  
Fax: 281-771-8541  
Email: [Julie\\_Clark@att.net](mailto:Julie_Clark@att.net)

##### Group Information:

Group Name: Houston Astros Soccer Club

---

Dates: October 10 –12, 2003  
Decision Date: April 10, 2003

Number of People: 5 adults and 20 children

Room Information:  
5 single rooms and 10 rooms with two beds. Budgeted room rate of \$85 to \$110 per rooms per night.

Comments:  
All rooms on the same floor level. All charges to one bill.

Hotel Information:

**Doubletree Hotel Dallas-Lincoln Centre near the Galleria**

5410 LBJ Freeway  
Dallas, TX 75240  
United States of America  
(972) 934-8400 - main phone  
(972) 701-5244 - main fax  
(972) 701-5127 - sales phone  
(972) 701-5137 - sales fax

**Hilton DFW Lakes Executive Conference Center**

800 Highway 26 East  
Grapevine, TX 76051  
United States of America  
(817) 481-8444 - main phone  
(817) 481-3160 - main fax  
(817) 410-6772 - sales phone  
(817) 481-3146 - sales fax

**Embassy Suites Hotel Dallas - Market Center**

2727 Stemmons Freeway  
Dallas, TX 75207  
United States of America  
(214) 630-5332 - main phone  
(214) 631-3025 - main fax  
(214) 630-5332 - sales phone  
(214) 631-3025 - sales fax

Julie Clark sends an online request for a proposal for her son's soccer tournament in Dallas to the hotels.

**OTA\_HotelRFP\_MeetingRQ-a.xml**

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingRQ EchoToken="183529" TimeStamp="2003-12-17T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
```

```
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_MeetingRQ.xsd">
  <RFP_RequestSegments AttendeeQuantity="25" ResponseDue="2003-04-10" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
    <RFP_RequestSegment>
      <Profiles>
        <ProfileInfo>
          <UniqueID URL="http://www.hiltondirect.com" Type="1" ID="123456"/>
            <Profile ProfileType="1">
              <Customer Gender="Female">
                <PersonName>
                  <GivenName>Julie</GivenName>
                  <Surname>Clark</Surname>
                </PersonName>
                <Telephone CountryAccessCode="1" AreaCityCode="281" PhoneNumber="771-
6846" PhoneUseType="3"/>
                <Email>Julie_Clark@att.net</Email>
                <Address UseType="2">
                  <AddressLine>785 Walnut Lane</AddressLine>
                  <CityName>Houston</CityName>
                  <PostalCode>77571</PostalCode>
                  <StateProv StateCode="TX">Texas</StateProv>
                  <CountryName Code="US">United States of America</CountryName>
                </Address>
              </Customer>
            </Profile>
          </ProfileInfo>
        </Profiles>
        <Dates>
          <Date Start="2003-10-10" End="2003-10-12" DateType="Primary"/>
        </Dates>
        <Sites>
          <Site ChainCode="Hilton" BrandCode="DT" HotelCode="16023" HotelName="Doubletree
Hotel Dallas-Lincoln Centre near the Galleria" ChainName="Doubletree Hotels" BrandName="Hilton Hotels">
            <ContactInfos>
              <ContactInfo ContactType="Primary">
                <Telephone CountryAccessCode="1" AreaCityCode="972" PhoneNumber="934-
8400" PhoneUseType="5"/>
                <Address FormattedInd="false" Type="2" UseType="6">
                  <AddressLine>5410 LBJ Freeway</AddressLine>
                  <CityName>Dallas</CityName>
                  <PostalCode>75240</PostalCode>
                  <StateProv StateCode="TX">Texas</StateProv>
                  <CountryName Code="US">United States of America</CountryName>
                </Address>
              </ContactInfo>
            </ContactInfos>
          </Site>
          <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW
Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
            <ContactInfos>
              <ContactInfo ContactType="Primary">
                <Telephone CountryAccessCode="1" AreaCityCode="972" PhoneNumber="934-
8400" PhoneUseType="5"/>
                <Address FormattedInd="false" Type="2" UseType="6">
                  <AddressLine>800 Highway 26 East</AddressLine>
                  <CityName>Grapevine</CityName>
                  <PostalCode>76051</PostalCode>
                  <StateProv StateCode="TX">Texas</StateProv>
                  <CountryName Code="US">United States of America</CountryName>
                </Address>
              </ContactInfo>
            </ContactInfos>
          </Site>
        </Sites>
      </RFP_RequestSegment>
    </RFP_RequestSegments>
  </OTA_HotelRFP_MeetingRQ>
</pre>
```

```

        <Site ChainCode="Hilton" BrandCode="ES" HotelCode="16025" HotelName="Embassy
Suites Hotel Dallas - Market Center" ChainName="Embassy Suites" BrandName="Hilton Hotels">
        <ContactInfos>
        <ContactInfo ContactType="Primary">
        <Telephone CountryAccessCode="1" AreaCityCode="214" PhoneNumber="630-
5332 " PhoneUseType="5"/>
        <Address FormattedInd="false" Type="2" UseType="6">
        <AddressLine>2727 Stemmons Freeway </AddressLine>
        <CityName>Dallas</CityName>
        <PostalCode>75207 </PostalCode>
        <StateProv StateCode="TX">Texas</StateProv>
        <CountryName Code="US">United States of America</CountryName>
        </Address>
        </ContactInfo>
        </ContactInfos>
        </Site>
    </Sites>
    <RoomBlock>
        <BudgetedRoomRate Amount="110.00" CurrencyCode="USD" DecimalPlaces="2"/>
        <StayDays FirstStayDayOfWeek="Fri">
        <StayDay DayNumber="1">
        <StayDayRooms>
        <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="5"/>
        <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
        NumberOfUnits="10">
        </StayDayRoom>
        </StayDayRooms>
        </StayDay>
        <StayDay DayNumber="2">
        <StayDayRooms>
        <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="5"/>
        <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
        NumberOfUnits="10">
        </StayDayRoom>
        </StayDayRooms>
        </StayDay>
        </StayDays>
    </RoomBlock>
    <Comments ParagraphNumber="1" Language="en-us">
        <Text Formatted="1" Language="en-us">Hilton HHonors member 528126539 All rooms on
the same floor level. All charges to one bill. </Text>
    </Comments>
    <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230"/>
    </RFP_RequestSegment>
    </RFP_RequestSegments>
    <MessageID URL="http://www.mpoint.com" Type="13" ID="12345">
        <CompanyName CompanyShortName="Houston Astros Soccer Club">
        </CompanyName>
    </MessageID>
</OTA_HotelRFP_MeetingRQ>

```

#### 7.20.1.2. Response: Receipt acknowledgement

A response message comes back acknowledging receipt and saying details will be received within 48 hours.

#### OTA\_HotelRFP\_MeetingRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_MeetingRS.xsd" Version="1.000">
    <Success/>

```

---

```

<RFP_Response>
  <RFP_ResponseSegments>
    <RFP_ResponseSegment>
      <Sites>
        <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton
DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
          <ResponseType DetailIncludedIndicator="false" ResponseMethod="11"
MinimumTime="P0Y0M1DT0H00M" MaximumTime="P0Y0M2DT0H00M" ResponseTimeUnit="business
day"/>
          <SiteID Type="10" ID="99445"/>
        </Site>
      </Sites>
      <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230">
        <CompanyName>Houston Astros Soccer Club</CompanyName>
      </RFP_ID>
    </RFP_ResponseSegment>
  </RFP_ResponseSegments>
  <MessageID URL="http://www.mpoint.com" Type="13" ID="12345"/>
</RFP_Response>
</OTA_HotelRFP_MeetingRS>

```

## 7.20.2. Use Case 2

### 7.20.2.1. Request: Complex Request for Proposal

Kellie Thompson works for a third party meeting planner agency. She is planning the THIRD Annual Sales Incentive Meeting for a corporation such as IBM or Intel. Her primary contact at the corporation is John Smith.

Kellie will submit an RFP from a PlanSoft powered web site such as mpoint. This meeting needs to occur in September 2003 with an alternate being October 2003. Kellie requires responses from hotels by 04/01/2003. She must make a decision on which hotel to choose by 4/10/2003.

John Hewitt has certain requirements for this meeting. They have had this meeting in the past and he has lots of historical data at his disposal. The meeting is an incentive based meeting for the top 20 sales people. This meeting will be a 2-day business meeting followed by a weekend get away for the sales people and their families.

Kellie is expecting all 20 salespeople to attend. She also expects 5 additional sales people to attend as well 2 additional executive committee members. This in combination with Kellie and her assistant bringing the total to 30 people. She is also expecting approximately 50 family members to arrive for the weekend staying in the existing rooms allocated to the salespeople. She has the following room requirements:

	Singles	Doubles	Double/Doubles	Suites
Day 1	3	4	20	3
Day 2	3	4	20	3
Day 3	3	4	20	3
Day 4	3	4	20	3

---

Two of the Double/Double rooms require a crib.

Kellie would like to receive a full contract back along with a sales kit. The sales kit should include a menu as well as information about the local attractions.

This meeting has been very popular in the past. Last year's meeting, 2nd Annual Sales Incentive Meeting, alone produced the following historical data:

Location: Sacramento

**Hilton Sacramento Arden West**

2200 Harvard St

Sacramento, CA 95815

United States of America

Dates: 9/10/2002 – 9/14/2002

	<b>Room Block</b>	<b>Final Room Pickup</b>	<b>Total Guest Room Expense</b>	<b>Food &amp; Beverage</b>	<b>Meeting Room Rental</b>	<b>Audio Visual</b>	<b># of Attendees</b>
Day 1	35	31	\$5859.00	\$2854.00	\$2000.00	\$125	31
Day 2	35	31	\$5859.00	\$2854.00	\$2000.00	\$150	31
Day 3	35	31	\$5859.00	\$8566.00	\$2000.00	\$350	74
Day 4	35	31	\$5859.00	\$8566.00	\$2000.00	\$350	74

Kellie will be submitting her RFP to the following Hotels in San Diego:

**San Diego Marriott Hotel & Marina**

333 West Harbor Drive

San Diego, CA 92101

United States of America

Mr. Rick Outcalt

Director of Sales

Phone: (619) 230-8314

Fax: (619) 230-8328

Email: rick.outcalt@marriott.com

**Sheraton San Diego Hotel & Marina**

1380 Harbor Island Drive

San Diego, CA 92101

United States of America

Gary Spencer

Director of Sales & Marketing

Phone: (619) 692-2266

Fax: (619) 692-2363

Email: gary.spencer@sheraton.com

**Hilton San Diego Resort**

1775 East Mission Bay Drive

San Diego, CA 92109

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United States of America  
Jane Bucks  
Director of Sales  
Phone: (619) 275-8910 Fax: (619) 275-7992  
Email: jane\_bucks@hilton.com

**Hotel - Hyatt Regency Islandia Hotel & Marina**  
1441 Quivira Road  
San Diego, CA 92109  
United States of America  
Sidney Hunter  
Director of Sales  
Phone: (619) 221-4840  
Fax: (619) 221-4841  
Email: shunter@sanispo.hyatt.com

**San Diego Marriott La Jolla**  
4240 La Jolla Village Drive  
La Jolla, CA 92037  
United States of America  
Dave Foster  
Director of Sales  
Phone: (858) 597-6353  
Fax: (858) 457-5153  
Email: david.t.foster@marriott.com

**Radisson Hotel San Diego**  
1433 Camino Del Rio South  
San Diego, CA 92108  
United States of America  
Peggy Johnson  
Director of Sales & Marketing  
Phone: (619) 260-6592  
Fax: (619) 497-0808  
Email: peggy.johnson@ihrc.com

**Marriott Coronado Island**  
2000 Second Street  
Coronado, CA 92118  
United States of America  
Rick Outcalt  
Director of Sales  
Phone: (619) 230-8314  
Fax: (619) 522-3068  
Email: rick.outcalt@marriott.com

**La Casa del Zorro Desert Resort**  
3845 Yaqui Pass Road  
Borrego Springs, CA 92004



---

United States of America  
Phyllis Fetter  
Director of Sales  
Phone: (888) 336-9336  
Fax: (760) 767-4782  
Email: phyllis.fetter@lacasadeszorro.com

**Four Seasons Resort Aviara**  
7100 Four Seasons Point  
Carlsbad, CA 92009  
United States of America  
Nance Trevithick  
Director of Sales  
Phone: (760) 603-6800  
Fax: (760) 603-6822  
Email: nance.trevithick@fourseasons.com

Kellie would also like to send this request to her national sales contact for Hilton and Marriott. Respectively those contacts are:

**Hilton Hotels: Tiffany Bracken**  
National Sales Officer  
4835 LBJ Freeway, Suite 535  
Dallas, TX 75244  
United States of America  
Phone: (972) 701-3724  
Fax: (972) 701-3788  
tiffany\_bracken@hilton.com

**Marriott Hotels: Eric Marriott**  
Global Sales Director  
One Marriott Drive,  
Washington DC, 20058,  
United States of America  
Phone: (301) 380-3000  
Fax: (555) 678-9999  
Emarriott@marriott.com

The meeting will have the following agenda:

**Day 1:**

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	30	365	Banquet	No	All American breakfast; 4 Vegetarians
9:00 –	General	24	975	Conference	Yes	

---

10:30	Session					
10:30 – 10:45	Break	30	285	Reception	No	Coffee; Soda; Danish, doughnuts
10:45 – 12:00	General Session continued	24	975	Conference	Yes	
12:00 – 1:00	Lunch	30	365	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
1:00 – 3:15	FY 2003 Sales Review	24	975	Conference	Yes	
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda; Cookies; etc..
3:30 – 5:00	FY 2004 Sales Goals	24	975	Conference	Yes	
6:00 – 8:00	Dinner	30	365	Banquet	No	

**Day 2:**

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	30	365	Banquet	No	All American breakfast; 4 Vegetarians
9:00 – 10:30	2004 Planning Session	24	975	Conference	Yes	
10:30 – 10:45	Break	30	285	Reception	No	Coffee; Soda; Danish, doughnuts
10:45 – 12:00	2004 Planning Session continued	24	975	Conference	Yes	
12:00 – 1:00	Lunch	30	365	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
1:00 – 3:15	Establish 2004 Sales Goals	24	975	Conference	Yes	
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda; Cookies; etc..
3:30 – 5:00	2004 Sales Goals	24	975	Conference	Yes	

	continued					
6:00 – 8:00	Dinner	30	365	Banquet	No	

### Day 3: - Families Arrive

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	80	963	Banquet	No	All American breakfast; 4 Vegetarians
12:00 – 1:00	Lunch	80	963	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
6:00 – 8:00	Dinner		963	Banquet	No	
8:00 – 10:00	Awards Ceremony	80	963	Banquet	No	

### Day 4:

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	80	963	Banquet	No	All American breakfast; 4 Vegetarians
12:00 – 1:00	Lunch	80	963	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
6:00 – 8:00	Dinner		963	Banquet	No	
8:00 – 10:00	Awards Ceremony	80	963	Banquet	No	

Kellie Thompson submits a request for a proposal, with details about the meeting.

### OTA\_HotelRFP\_MeetingRQ-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingRQ EchoToken="183530" TimeStamp="2003-02-17T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_MeetingRQ.xsd">
  <RFP_RequestSegments AttendeeQuantity="80" ResponseDue="2003-04-01" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
    <RFP_RequestSegment>
```

---

```

    <Profiles>
      <ProfileInfo>
        <UniqueID URL="http://www.mpoint.com" Type="1" ID="654321">
        </UniqueID>
        <Profile ProfileType="1">
          <Customer Gender="Male" BirthDate="1967-08-13" CurrencyCode="aaa"
DecimalPlaces="1">
            <PersonName>
              <GivenName>John</GivenName>
              <Surname>Hewitt</Surname>
            </PersonName>
            <Telephone CountryAccessCode="1" AreaCityCode="330" PhoneNumber="405-
9238" PhoneUseType="5"/>
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                        </Comments>
                        </EventDayFunction>
                        <EventDayFunction EventName="Awards Ceremony" StartTime="08:00:00"
EndTime="10:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                            </EventDayFunction>
                        </EventDayFunctions>
                    </EventDay>
                </EventDays>
            </EventBlock>
            <Histories>
                <History Start="2002-09-10" End="2004-09-14" MeetingName="2nd Annual Sales Incentive"
SiteName="Hilton Sacramento Arden West">
                    <ContactInfos>
                        <ContactInfo>
                            <Telephone CountryAccessCode="1" AreaCityCode="916" PhoneNumber="922-
4700"/>
                            <Address FormattedInd="false" Type="2">
                                <AddressLine>2200 Harvard St.</AddressLine>
                                <CityName>Sacramento</CityName>
                                <PostalCode>95815</PostalCode>
                                <StateProv StateCode="CA">Caifornia</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                            </Address>
                        </ContactInfo>
                    </ContactInfos>
                </DaySummaries>
                <DaySummary DayNumber="1" AttendeeQuantity="31" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="2854.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="125.00" CurrencyCode="USD"
DecimalPlaces="2"/>
                <DaySummary DayNumber="2" AttendeeQuantity="31" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="2854.00"

```

---

```

TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="150.00" CurrencyCode="USD"
DecimalPlaces="2"/>
    <DaySummary DayNumber="3" AttendeeQuantity="74" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="8566.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="350.00" CurrencyCode="USD"
DecimalPlaces="2"/>
    <DaySummary DayNumber="4" AttendeeQuantity="74" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="8566.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="350.00" CurrencyCode="USD"
DecimalPlaces="2"/>
</DaySummaries>
</History>
</Histories>
<RFP_ID URL="http://www.mpoint.com" Type="13" ID="102231">
    </RFP_ID>
    </RFP_RequestSegment>

    </RFP_RequestSegments>
    <MessageID URL="http://www.mpoint.com" Type="13" ID="12346">
        <CompanyName CompanyShortName="3RD Annual Sales Incentive Mtg">
        </CompanyName> </MessageID>
</OTA_HotelRFP_MeetingRQ>

```

#### 7.20.2.2. Response: Acknowledgement received

Kellie gets back a response acknowledging her request.

#### OTA\_HotelRFP\_MeetingRS-b.XML

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_MeetingRS EchoToken="183530" TimeStamp="2003-02-17T09:30:49-05:00"
Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_MeetingRS.xsd">
    <Success/>
    <RFP_Response>
        <RFP_ResponseSegments>
            <RFP_ResponseSegment>
                <Sites>
                    <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16023" HotelName="Hilton San
Diego Resort" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                        <SiteID URL="http://www.mpoint.com" Type="0" ID="102230"/>
                    </Site>
                </Sites>
            </RFP_ResponseSegment>
        </RFP_ResponseSegments>
        <MessageID URL="http://www.mpoint.com" Type="0" ID="132782">
            <CompanyName>3RD Annual Sales Incentive Meeting</CompanyName>
        </MessageID>
    </RFP_Response>
</OTA_HotelRFP_MeetingRS>

```

#### 7.21. OTA\_HotelRoomingListRQ/RS

OTA hotel reservation messages prior to 2002B focus on transient business. The Rooming List message set expands into the groups (meetings and conventions) market and the tour (wholesale) market, which today are primarily handled through manual processes and/or proprietary systems. In the case of group or tour

---

reservations, travelers' reservations are booked into blocked space, instead of publicly available room inventory. Group blocks are date specific and tied to an event at a location, whereas tour blocks are generally a set number of rooms held at a location for an extended period of time (often an annual basis). The rooming list messages expand on the hotel message set to further automate a large section of hotel bookings. This message set automates some manual processes and provides the ability to create, modify, and cancel rooming list reservations.

### 7.21.1. Use Case 1

#### 7.21.1.1. Request: Room List with Individual Names and Payments for each

This message assumes that the block at the hotel is already established: Sally S. Smith (s.smith@bpa.com) with meeting/planner agency "Builder's Planning Agency" (www.bpa.com) has established a block of 100 rooms at the Hilton New York for John Jones with the "National Association of Hotel Builders". Builder's Planning Agency will be sending a request and receiving a response directly to and from the New York Hilton on the behalf of John Jones with the National Association of Hotel Builders. The block was set up 6 months in advance for June 10 – 15, 2003. The block cut-off was set at May 15, 2003 and all rooms must be guaranteed. The 100 rooms consisted of 50 rooms with double beds, 50 rooms with single beds, 5 of which are complimentary rooms based on the pick-up of 90% of the room block. The room rate, for both types of rooms, is the same at \$125 USD.

On March 15, 2003 the Builder's Planning Agency sends a request message to the Hilton New York, requesting 2 single rooms for two additional meeting attendees. The 2 single rooms only have one guest name attached to each. In addition, a form of payment via a credit card is attached to each room.

#### OTA\_HotelRoomListRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRQ EchoToken="9876" Target="Production" Version="1.002"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelRoomListRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="http://www.bpa.com" Type="4" ID="123456789">
        <CompanyName Code="33345999" CodeContext="Internal"
          CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <HotelRoomLists>
    <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
      York Hilton" ChainName="Hilton">
      <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
        <CompanyName Code="33345999" CodeContext="Internal"
          CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
      </UniqueID>
      <Guests>
        <Guest GuestAction="Add-Update" PrintConfolnd="true">
          <PersonName>
            <NamePrefix>Ms.</NamePrefix>
          </PersonName>
        </Guest>
      </Guests>
    </HotelRoomList>
  </HotelRoomLists>
</OTA_HotelRoomListRQ>
```

---

```

        <GivenName>Kellie</GivenName>
        <MiddleName>Jean</MiddleName>
        <Surname>Darling</Surname>
    </PersonName>
    <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
        Extension="564" PhoneUseType="3"/>
    <Address Type="2">
        <StreetNmbr>123</StreetNmbr>
        <BldgRoom>45</BldgRoom>
        <AddressLine>Yellow Wood Cove</AddressLine>
        <CityName>Chicago</CityName>
        <PostalCode>89776-0014</PostalCode>
        <StateProv StateCode="IL"/>
        <CountryName Code="US"/>
    </Address>
    <Email EmailType="2">KellieJean@att.com</Email>
    <Loyalty ProgramCode="HHonors" AccountID="906503678"/>
    <GuaranteePayment DetailType="Payment">
        <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789066"
            ExpireDate="0205">
            <CardHolderName>Kellie Jean Darling</CardHolderName>
            <Address Type="4">
                <StreetNmbr>1516</StreetNmbr>
                <AddressLine>Maple St</AddressLine>
                <CityName>Chicago</CityName>
                <PostalCode>89776-0014</PostalCode>
                <StateProv StateCode="IL"/>
            </Address>
        </PaymentCard>
        <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
    </GuaranteePayment>
</Guest>
<Guest GuestAction="Add-Update" PrintConfoInd="true">
    <PersonName>
        <NamePrefix>Ms.</NamePrefix>
        <GivenName>Julie</GivenName>
        <MiddleName>Donna</MiddleName>
        <Surname>Miller</Surname>
    </PersonName>
    <Telephone CountryAccessCode="001" AreaCityCode="216" PhoneNumber="628-0060"
        Extension="896" PhoneUseType="3"/>
    <Address Type="2">
        <StreetNmbr>1223</StreetNmbr>
        <BldgRoom>451</BldgRoom>
        <AddressLine>Redwood Cove</AddressLine>
        <CityName>Cleveland</CityName>
        <PostalCode>44121</PostalCode>
        <StateProv StateCode="OH"/>
        <CountryName Code="US"/>
    </Address>
    <Email EmailType="2">JulieMiller@att.com</Email>
    <Loyalty ProgramCode="HHonors" AccountID="906503116"/>
    <GuaranteePayment DetailType="Payment">
        <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789088"
            ExpireDate="0604">
            <CardHolderName>Julie Donna Miller</CardHolderName>
            <Address Type="4">
                <StreetNmbr>7826</StreetNmbr>
                <AddressLine>Park St</AddressLine>
                <CityName>Cleveland</CityName>
                <PostalCode>44121</PostalCode>
                <StateProv StateCode="OH"/>
            </Address>
        </PaymentCard>
        <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
    </GuaranteePayment>

```



---

```

    </Guest>
  </Guests>
  <MasterContact ContactType="TravelArranger">
    <PersonName>
      <NamePrefix>Ms.</NamePrefix>
      <GivenName>Sally</GivenName>
      <MiddleName>S.</MiddleName>
      <Surname>Smith</Surname>
    </PersonName>
    <Telephone AreaCityCode="501" CountryAccessCode="001" Extension="7555"
      PhoneNumber="555-1212" PhoneUseType="3"/>
    <Address>
      <StreetNmbr>123</StreetNmbr>
      <BldgRoom>9</BldgRoom>
      <AddressLine>Sink St.</AddressLine>
      <CityName>Dallas</CityName>
      <PostalCode>75206</PostalCode>
      <StateProv>TX</StateProv>
      <CountryName>USA</CountryName>
    </Address>
    <Email EmailType="2">s.smith@bpa.com</Email>
  </MasterContact>
  <MasterAccount BillingType="EachPaysOwn" DirectBill_ID="123456789">
    <CompanyName Code="33345999" CodeContext="Internal"
      CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
    <Address>
      <StreetNmbr>123</StreetNmbr>
      <BldgRoom>9</BldgRoom>
      <AddressLine>Sink St.</AddressLine>
      <CityName>Dallas</CityName>
      <PostalCode>75206</PostalCode>
      <StateProv>TX</StateProv>
      <CountryName>USA</CountryName>
    </Address>
  </MasterAccount>
  <RoomStays>
    <RoomStay>
      <RoomTypes>
        <RoomType RoomTypeCode="Single" NumberOfUnits="2"/>
      </RoomTypes>
      <RoomRates>
        <RoomRate>
          <Rates>
            <Rate>
              <Base AmountBeforeTax="125" CurrencyCode="USD"/>
            </Rate>
          </Rates>
        </RoomRate>
      </RoomRates>
      <TimeSpan Start="2003-06-10" End="2003-06-15"/>
    </RoomStay>
  </RoomStays>
</HotelRoomList>
</HotelRoomLists>
</OTA_HotelRoomListRQ>

```

#### 7.21.1.2. Response: Room List Received

The response message for this request is the confirmation number for each room and each person. In addition to the confirmation number for each guest, the address and phone number of each is returned.



## OTA\_HotelRoomListRS.XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRS EchoToken="9876" Target="Production" Version="1.002"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRoomListRS.xsd">
  <Success/>
  <HotelRoomLists>
    <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
    York Hilton" ChainName="Hilton">
      <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
        <CompanyName Code="33345999" CodeContext="Internal"
        CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
      </UniqueID>
      <Guests>
        <Guest GuestAction="Add-Update" PrintConfoInd="true">
          <PersonName>
            <NamePrefix>Ms.</NamePrefix>
            <GivenName>Kellie</GivenName>
            <MiddleName>Jean</MiddleName>
            <Surname>Darling</Surname>
          </PersonName>
          <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
          Extension="564" PhoneUseType="3"/>
          <Address Type="2">
            <StreetNmbr>123</StreetNmbr>
            <BldgRoom>45</BldgRoom>
            <AddressLine>Yellow Wood Cove</AddressLine>
            <CityName>Chicago</CityName>
            <PostalCode>89776-0014</PostalCode>
            <StateProv StateCode="IL"/>
            <CountryName Code="US"/>
          </Address>
          <Email EmailType="2">KellieJean@att.com</Email>
          <UniqueID Type="14" ID="4896702"/>
        </Guest>
        <Guest GuestAction="Add-Update" PrintConfoInd="true">
          <PersonName>
            <NamePrefix>Ms.</NamePrefix>
            <GivenName>Julie</GivenName>
            <MiddleName>Donna</MiddleName>
            <Surname>Miller</Surname>
          </PersonName>
          <Telephone CountryAccessCode="001" AreaCityCode="216" PhoneNumber="628-0060"
          Extension="896" PhoneUseType="3"/>
          <Address Type="4">
            <StreetNmbr>1223</StreetNmbr>
            <BldgRoom>451</BldgRoom>
            <AddressLine>Redwood Cove</AddressLine>
            <CityName>Cleveland</CityName>
            <PostalCode>44121</PostalCode>
            <StateProv StateCode="OH"/>
            <CountryName Code="US"/>
          </Address>
          <Email EmailType="2">JulieMiller@att.com</Email>
          <UniqueID Type="14" ID="4896703"/>
        </Guest>
      </Guests>
    </HotelRoomList>
  </HotelRoomLists>
</OTA_HotelRoomListRS>
```

---

## 7.22. OTA\_HotelSearchRQ/RS

The Hotel Search Request message provides the ability to search for a list of hotel properties that meet specified criteria.

This type of request message is often referred to as a ‘wide-area search’ because it typically searches for a list of hotels within a geographic area that may be fairly constrained or quite broad. For example, a list of all the hotels within New York City would be an extensive property search, potentially yielding a list in excess of 1,000 hotels (this figure is not based on any statistical data). Other geographic data, such as, proximity to a specific location, landmark, attraction or destination point, could be used to constrain the summary response to a limited number of hotels.

The search criteria must be fashioned in such a way that the response fulfills the criteria and returns enough data to add value, potentially a means for marketing a hotel. A single search request may specify a set of criterion (within a single criteria) to further narrow the list of properties returned. A single search request may also specify multiple criteria to allow an “either this, or this” scenario.

Property information returned needs to be more than just the name of the hotel chain and the hotel. It should include sufficient information to be able to select a specific property. Additional data that accompanies the response message assists the individual traveler, the travel agent or other booking source in selecting a target hotel. In addition to identifying the hotel by name and location, that data could include the type of hotel, its rating, a brief description of its services and facilities and any promotions as a means of marketing the property. The data returned can be used to perform an availability query on a specific property or multiple properties selected from the list. This functionality is supported today by Central Reservations Systems, which are able to do detailed queries once the requestor narrows his/her choice to the property level.

A wide area search can be implemented across system boundaries; outside of a single hotel chain or a GDS. However, one fundamental issue that affects the capability of doing a universal wide area search is that there must be a contractual agreement between the hotel and the booking source in order to list the property.

The business use case that supports this message identifies a customer or agent (person or system acting on behalf of the customer) that requests a list of properties based on some criteria. The first step in this use case is for the customer or requesting party to identify the criteria to be used.

The steps of the use case proceed as follows:

- The Customer or agent requests a list of properties based on the desired criteria.
- The system returns a list of properties that meet the criteria.

(The requirement to identify the search criteria needed is effectively a system-level precondition for the message to be formulated, since a search for all the hotels in the world would not be feasible nor a reasonable request).

---

Further steps could provide an additional refinement of the search by repeating the steps:

- The Customer or agent refines the desired criteria to narrow the list of properties.
- The system returns a list of properties that meet the refined criteria.

Possible business processing errors include:

- No properties are returned that meet the input criteria.
- The input criteria must be changed in order to return the desired information.

**Example:**

An OTA member is looking for a hotel for one night in order to attend the meeting that begins at 9:00 am the next day. While the primary request is for “hotels in Alexandria, VA,” the member may wish to include some other interest factor, such as distance from OTA offices, distance from Reagan National Airport, proximity to the King Street Metro station, etc. In addition, he/she may prefer to select a hotel from among those chains that honor a frequent guest membership. When the list of hotels that meet those preferences is returned, the final choice of hotel may be influenced by the attraction of restaurants or art galleries in nearby Old Town Alexandria that are marketed in conjunction with the hotel listing.

**7.22.1. Use Case 1 (TBD)**

TBD

**7.22.1.1. Request: Hotel Search**

TBD.

**OTA\_HotelSearchRQ.xml**

TBD

**7.22.1.2. Response: Hotel Search**

TBD.

**OTA\_HoteSearchRS.xml**

TBD

---

## 7.23. OTA\_HotelStats/OTA\_HotelStatsNotifRQ/RS

Statistics provide two separate request/response pairs of messages to support the functionality of updating other systems with statistical data. The first message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office. The second message set assumes a pull model, where the centralized system requests a specific report (as agreed by trading partners) for a specific fiscal date.

In the push model, the sending system will send a report using the OTA\_HotelStatsNotifRQ message. The receiving system will acknowledge its receipt of that report using the OTA\_HotelStatsNotifRS message.

In the pull model, the central system will request a report using the OTA\_HotelStatsRQ message. In this message, the report and fiscal date are identified. The receiving system (typically a PMS) responds with the OTA\_HotelStatsRS message, which includes the report itself. All messages assume the no-state model, meaning that the sending system will initiate the transaction and expect a response from the receiving system. All message responses include the request identification. Responses may be returned in any order.

- **OTA\_HotelStatsNotifRQ**—Sends a report to another system. All the elements and attributes are optional, unless otherwise stated as required.
- **OTA\_HotelStatsNotifRS**—Returns acknowledgement that the report has been successfully received, or includes Warnings from business processing rules or errors if the request did not succeed.
- **OTA\_HotelStatsRQ**—Sends a request for a report to another system. All the elements and attributes are optional, unless otherwise stated as required.
- **OTA\_HotelStatsRS**—Returns the requested report if the request can be processed, or includes Warnings from business processing rules or Errors if the request did not succeed.

### 7.23.1. Use Case 1 (TBD)

TBD

#### 7.23.1.1. Request: Hotel Statistics Notification (Pull model)

TBD.

**OTA\_HotelStatsNotifRQ.xml**

TBD

---

#### **7.23.1.2. Response: Hotel Statistics Notification (Pull model)**

TBD.

**OTA\_HotelStatsNotifRS.xml**

TBD

#### **7.23.2. Use Case 2 (TBD)**

TBD

##### **7.23.2.1. Request: Hotel Statistics (Push model)**

TBD

**OTA\_HotelStatsRQ.xml**

TBD

##### **7.23.2.2. Response: Hotel Statistics (Push model)**

TBD

**OTA\_HotelStatsRS.xml**

TBD

### **7.24. OTA\_HotelStayInfoNotifRQ/RS**

Stay Information Notification provides a request/response pair of messages to support the functionality of updating other systems with Guest Stay Information. The message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office that is responsible for accumulating the information.

In the push model, the sending system will send a report using the OTA\_HotelStayInfoNotifRQ message. The receiving system will acknowledge its receipt of that report using the OTA\_HotelStayInfoNotifRS message. All message responses include the request identification. Responses may be returned in any order.

#### **7.24.1. Use Case 1 (TBD)**

TBD

##### **7.24.1.1. Request: Hotel Stay Information Notification**

TBD.

---

## **OTA\_HotelStayInfoNotifRQ.xml**

TBD

### **7.24.1.2. Response: Hotel Stay Information Notification**

TBD.

## **OTA\_HotelStayInfoNotifRS.xml**

TBD

## **7.25. OTA\_HotelSummaryNotifRQ/RS**

The Hotel Summary Notification message notifies a booking source of the general availability status of the hotel; indicating whether it is Open, Closed, or OnRequest, which means that a hotel is available to take reservations but is limited by restrictions. This notification can be used to update the status of the hotel and may be coupled with other notifications, such as the Booking Rule, Availability, or Rate Amount notifications to convey the general availability, rates, and restrictions in effect at a given time.

The availability status of a hotel may be affected by Yield Management System calculations. On a historical basis, a specific period of time may support higher rates or greater occupancy and thus limit the general availability of the hotel. Rate hurdles establish an open/closed situation based upon the number of units available. If a hotel is open, the Hotel Summary Notification message communicates the minimum and maximum rate at which bookings can be made. As the rates and availability of a hotel property change, status messages are sent frequently (often daily) to reservation sources to notify them of the availability of the hotel for booking purposes.

During a particularly busy time, a hotel may be partially booked with only a few rate plans or room types remaining available. When a travel agent contacts that hotel to book a reservation for the guest, a message may be returned indicating that the hotel is “On Request”. This means that the property has some availability and the requesting system needs to make another request using a Hotel Availability Request to determine the specific availability. A return of “On Request” indicates that a hotel is not closed, but is sufficiently full that a booking request may fail depending upon what is requested.

### **7.25.1. Use Case 1 (TBD)**

TBD

#### **7.25.1.1. Request: Hotel Summary Notification**

TBD.

---

**OTA\_HotelSummaryNotifRQ.xml**

TBD

#### **7.25.1.2. Response: Hotel Summary Notification**

TBD.

**OTA\_HotelSummaryNotifRS.xml**

TBD

### **7.26. OTA\_MeetingProfile**

Meeting Profile provides the support for the functionality of creating and updating other systems with meeting profile or group business data. The document assumes a push model, with the sending system pushing the data to another system. The sending system would usually be a meeting source, such as a Sales and Catering system or an RFP site, with the receiving system being a PMS or another Sales and Catering system.

The business model assumes that the sending system either has the authority to take a reservation, or is passing along a message from such a system. The message is a notification of the creation, modification, or cancellation of a meeting, and does not require the receiving system to confirm the booking, only the receipt of the message. The responding system may add its own data (such as its own confirmation ID) and include that data in the response message.

#### **7.26.1. Use Case 1 (TBD)**

TBD

##### **7.26.1.1. Request: Hotel Meeting Profile**

TBD.

**OTA\_MeetingProfileRQ.xml**

TBD

##### **7.26.1.2. Response: Hotel Meeting Profile**

TBD.

**OTA\_MeetingProfileRS.xml**

TBD

---

## Section 8—Insurance

### 8.1. OTA\_InsuranceBookRQ/RS

The insurance book request message resembles the insurance quote request in structure and contents. The insurance book request is contained within the <OTA\_InsuranceBookRQ> root element and contains one or more <PlanForBookRQ> elements.

The insurance book response returns to the requestor the details about the insurance plan(s) booked as well as confirms the information that was sent with the insurance book request message.

#### 8.1.1. Use Case 1

##### 8.1.1.1. Request: Book Insurance

Jane Smith wants to purchase flight accident insurance for her husband John who will making one trip that will not last more than 15 days. The cost of the trip is \$480.00 and she wants to purchase \$100,000 worth of coverage. She will be charging the cost of the insurance to John's credit card.

A request message is sent that includes the name of the covered person, the customer purchasing the insurance, address information on both, an emergency contact, and details concerning the required coverage and how it will be charged.

#### OTA\_InsuranceBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_InsuranceBookRQ.xsd" EchoToken="18723222" TimeStamp="2003-03-31T16:13:08Z"
  Target="Production" Version="1.002" SequenceNbr="1569">
  <PlanForBookRQ PlanID="ACME" Type="7">
    <CoveredTravelers>
      <CoveredTraveler>
        <CoveredPerson Relation="Traveler 1" BirthDate="1948-06-13">
          <GivenName>John</GivenName>
          <Surname>Smith</Surname>
        </CoveredPerson>
        <Address>
          <AddressLine>555 Delivery Lane</AddressLine>
          <CityName>Alexandria</CityName>
          <PostalCode>22314</PostalCode>
          <StateProv StateCode="VA"/>
          <CountryName Code="US"/>
        </Address>
        <EmergencyContact Relation="Wife" EmergencyFlag="true">
          <PersonName>
            <GivenName>Jane</GivenName>
            <Surname>Smith</Surname>
          </PersonName>
          <Telephone AreaCityCode="703" PhoneNumber="555-5554"/>
        </EmergencyContact>
      </CoveredTraveler>
    </CoveredTravelers>
  </PlanForBookRQ>
</OTA_InsuranceBookRQ>
```



---

```

        </EmergencyContact>
        <IndCoverageReqs>
            <IndTripCost Amount="480.00" CurrencyCode="USD"/>
            <FlightAccidentAmount Amount="100000.00" CurrencyCode="USD"/>
        </IndCoverageReqs>
    </CoveredTraveler>
</CoveredTravelers>
<InsCoverageDetail Type="SingleTrip">
    <TotalTripQuantity Quantity="1"/>
    <MaximumTripLength>P15D</MaximumTripLength>
    <TotalTripCost Amount="480.00" CurrencyCode="USD"/>
</InsCoverageDetail>
<InsuranceCustomer>
    <PersonName>
        <GivenName>Jane</GivenName>
        <Surname>Smith</Surname>
    </PersonName>
    <Address>
        <AddressLine>555 Delivery Lane</AddressLine>
        <CityName>Alexandria</CityName>
        <PostalCode>22314</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
    </Address>
    <PaymentForm>
        <PaymentCard CardType="1" CardCode="VI" CardNumber="4111111111111111"
ExpireDate="0610">
            <CardHolderName>John P. Smith</CardHolderName>
            <Address>
                <StreetNmbr PO_Box="1000">333</StreetNmbr>
                <BldgRoom>1</BldgRoom>
                <AddressLine>John Carlye Street</AddressLine>
                <CityName>Alexandria</CityName>
                <PostalCode>38921</PostalCode>
                <StateProv StateCode="VA"/>
                <CountryName Code="US"/>
            </Address>
        </PaymentCard>
    </PaymentForm>
</InsuranceCustomer>
    <PlanCost Amount="55.25" CurrencyCode="USD">
    </PlanCost>
</PlanForBookRQ>
</OTA_InsuranceBookRQ>

```

#### 8.1.1.2. Response: Book Insurance

The response received includes policy information such as the policy number, effective dates, a breakdown of the costs, and contact information of the insuring company.

#### OTA\_InsuranceBookRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsuranceBookRS.xsd" EchoToken="18723222" TimeStamp="2003-03-31T16:13:08Z"
Target="Production" Version="1.002" SequenceNmbr="1569">
    <Success/>
    <PlanForBookRS PlanID="ACME" Type="7">
        <PolicyDetail OrderDate="2003-03-31" EffectiveDate="2003-04-03" ExpireDate="2003-04-30">
            <PolicyNumber Type="14" ID="ACME20031001P">

```

---

```

    </PolicyNumber>
    <RefNumber Type="16" ID="1011" ID_Context="M.I.S.C Invoice Number">
    </RefNumber>
  </PolicyDetail>
  <PlanCost Amount="55.25" CurrencyCode="USD">
    <BasePremium Amount="50.00" CurrencyCode="USD"/>
    <Charges>
      <Charge TaxInclusive="false" Type="Exclusive">
        <Taxes>
          <Tax Code="21" Amount="1.25" CurrencyCode="USD">
            <TaxDescription Name="2.5% Insurance Tax">
              <Text Formatted="false" Language="En"/>
            </TaxDescription>
          </Tax>
        </Taxes>
      </Charge>
      <Charge TaxInclusive="false" Type="Inclusive" Amount="4.00" CurrencyCode="USD">
        <Description Name="US processing fee">
          <Text Formatted="false" Language="En"/>
        </Description>
      </Charge>
    </Charges>
  </PlanCost>
  <Contact ContactType="CallCenter">
    <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
    PhoneNumber="555-5556"/>
  </Contact>
  <Contact ContactType="Claims Department">
    <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
    PhoneNumber="555-5555" Extension="123" DefaultInd="false"/>
    <Address DefaultInd="false">
      <AddressLine>Acme Claims Department</AddressLine>
      <CityName>Alexandria</CityName>
      <PostalCode>22314</PostalCode>
      <StateProv StateCode="VA"/>
      <CountryName Code="US"/>
    </Address>
  </Contact>
</PlanForBookRS>
</OTA_InsuranceBookRS>

```

## 8.2. OTA\_InsurancePlanSearchRQ/RS

The OTA Insurance Plan Search messages provide a method for insurance agents and 3rd party vendors to obtain a list of available insurance products, as well as perform searches to find insurance products that meet certain requirements (length of coverage, number of travelers, residence/citizenship restrictions, etc) from an insurance company or intermediary.

To perform a basic product search to discover what plans are available, an insurance agent or vendor would only need to pass some form of acceptable identification to the insurance provider (insurance agency number, affiliate program id, etc). The basic product search response would return a list of insurance products available to the selling agent, along with full descriptions of the products and insurance providers (if requested).

The Insurance Plan Search Message also provides more advanced search functionality. In addition to identification, the searching agent may also indicate length of trip to be insured, specifics about the traveling individuals, benefit

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needs, destinations, etc. This more specific product search response would return a group of insurance products that most closely meets the requirements of the search parameters, along with full descriptions of the products and insurance providers (if requested).

### 8.2.1. Use Case 1

#### 8.2.1.1. Request: Agent Search for Available Plans

An agent (Agent123) of InsComp Insurance Company wants a list of available plans. A request is sent to InsComp to retrieve plans offered. InsComp offers a variety of plans. Not all plans that InsComp offers can be sold by Agent123.

Agent123 sends a request containing his/her agency Id number to the InsComp system responsible for advising on available plans.

#### OTA\_InsurancePlanSearchRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.002" DetailResponse="0" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
        <CompanyName>InsComp Insurance Company</CompanyName>
      </RequestorID>
    </Source>
  </POS>
</OTA_InsurancePlanSearchRQ>
```

#### 8.2.1.2. Response: Available Plans

In response, InsComp sends back information on the plans that may be sold by Agent123. There are 6 plans Comprehensive - Silver, Comprehensive - Gold, Comprehensive - Platinum, Emergency Medical Evacuation, Travel Medical - Silver, Travel Medical - Gold. The plan listings expire after 30 days.

#### OTA\_InsurancePlanSearchRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRS.xsd">
  <Success/>
  <AvailablePlans>
    <AvailablePlan Featured="true" PlanID="ComplnsPlan" Name="Comprehensive Protection Plan"
Type="Silver" TypeID="s" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="true" PlanID="ComplnsPlan" Name="Comprehensive Protection Plan"
Type="Gold" TypeID="g" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="true" PlanID="ComplnsPlan" Name="Comprehensive Protection Plan"
Type="Platinum" TypeID="p" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
  </AvailablePlans>
</OTA_InsurancePlanSearchRS>
```

```

    <AvailablePlan Featured="true" PlanID="InsProtPlan I" Name="Insurance Protection Plan I"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="false" PlanID="InsProtPlan II" Name="Insurance Protection Plan II"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="false" PlanID="MedEvac" Name="Emergency Medical Evacuation Plan"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
  </AvailablePlans>
</OTA_InsurancePlanSearchRS>

```

## 8.2.2. Use Case 2

### 8.2.2.1. Request: Agent Search for Available Plans with Specific Information

An insurance agent (Agent123) is querying an insurance company (InsComp) to learn what travel protection products are available for his clients (John and Jane Doe) who are about to leave on a 15 day vacation. The following information is known: The agency Id assigned by the insurance company to Agent123, the ages of the travelers, and the length of their trip.

Agent123 sends a request to the insurance company containing his/her agency Id number and some specific information about the Doe's upcoming trip. Agent123 has requested that detailed information about the available plans be returned along with the names and identifiers of the insurance products

#### OTA\_InsurancePlanSearchRQ-b.xml

```

<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.002" DetailResponse="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
        <CompanyName>InsComp Insurance Company</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <CoveragePreferences>
    <CoveragePreference CoverageType="7" Covered="1"/>
  </CoveragePreferences>
  <SearchTripInfo>
    <CoveredTrips>
      <CoveredTrip Duration="P0Y0M15D">
        <Destinations>
          <Destination>
            <CountryName Code="FR">France</CountryName>
          </Destination>
        </Destinations>
      </CoveredTrip>
    </CoveredTrips>
  </SearchTripInfo>
  <SearchTravInfo MaxTravelers="2">
    <SearchTravelers>
      <SearchTraveler BirthDate="1967-08-13" Relation="Primary Traveler">
        <Address>
          <StateProv StateCode="VA">Virginia</StateProv>
          <CountryName Code="US">United States of America</CountryName>
        </Address>
        <CitizenCountryName Code="US"/>
      </SearchTraveler>
    </SearchTravelers>
  </SearchTravInfo>
</OTA_InsurancePlanSearchRQ>

```

```

        <IndCoverageReqs>
          <IndTripCost Amount="500.00" CurrencyCode="USD"/>
        </IndCoverageReqs>
      </SearchTraveler>
    <SearchTraveler BirthDate="1969-01-10" Relation="Spouse">
      <Address>
        <StateProv StateCode="VA">Virginia</StateProv>
        <CountryName Code="US">United States of America</CountryName>
      </Address>
      <CitizenCountryName Code="US"/>
      <IndCoverageReqs>
        <IndTripCost Amount="500.00" CurrencyCode="USD"/>
      </IndCoverageReqs>
    </SearchTraveler>
  </SearchTravelers>
</SearchTravInfo>
</OTA_InsurancePlanSearchRQ>

```

### 8.2.2.2. Response: Available Plans

The Insurance provider InsComp has identified 2 plans that meet Agent123's criteria (one of which is currently marked as "featured" by InsComp's system) and has included detailed descriptions of the plans as requested by Agent123's search request message

#### OTA\_InsurancePlanSearchRS-b.xml

```

<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" PrimaryLangID="en-us" AltLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRS.xsd">
  <Success/>
  <AvailablePlans>
    <AvailablePlan PlanID="insprotplan1" Featured="true" Name="Insurance Protection Plan I">
      <PlanDetail>
        <PlanDescription>
          <SubSection>
            <Paragraph>
              <Text>Insurance Protection Plan I is the finest in trip protection insurance
            </Text>
          </Paragraph>
        </SubSection>
      </PlanDescription>
      <QuoteDetailURL>http://...</QuoteDetailURL>
      <BookingDetailURL>http://...</BookingDetailURL>
    </PlanDetail>
    <ProviderDetail>
      <ProviderCompany>InsComp Insurance Company</ProviderCompany>
      <ProviderDescription>
        <SubSection>
          <Paragraph>
            <Text>InsComp has recieved the highest ratings form the nations top...</Text>
          </Paragraph>
        </SubSection>
      </ProviderDescription>
    </ProviderDetail>
  </AvailablePlan>
  <AvailablePlan PlanID="insprotplan2" Featured="false" Name="Insurance Protection Plan II">
    <PlanDetail>
      <PlanDescription>
        <SubSection>

```

---

```

        <Paragraph>
          <Text>Insurance Protection Plan II provides superior protection for your travel
investment ...</Text>
        </Paragraph>
      </SubSection>
    </PlanDescription>
    <QuoteDetailURL>http://...</QuoteDetailURL>
    <BookingDetailURL>http://...</BookingDetailURL>
  </PlanDetail>
  <ProviderDetail>
    <ProviderCompany>InsComp Insurance Company</ProviderCompany>
    <ProviderDescription>
      <SubSection>
        <Paragraph>
          <Text>InsComp has recieved the highest ratings form the nations top...</Text>
        </Paragraph>
      </SubSection>
    </ProviderDescription>
  </ProviderDetail>
</AvailablePlan>
</AvailablePlans>
</OTA_InsurancePlanSearchRS>

```

### 8.3. OTA\_InsuranceQuoteRQ/RS

Unlike other travel services offered by traditional suppliers of travel products (hotels, airlines, etc.), insurance availability is not affected by a limited or finite inventory. Instead, availability is determined by qualification factors (age of travelers, cost of trip, destination, etc.). An insurance availability search is equivalent to a request to an insurance vendor to provide a price for insurance services. The quote response returns pricing information for specific insurance plans carried by the vendor that meet the customer's requirements.

The insurance quote response returns to the requestor a price quotation, as well as details about the insurance company providing the quote, contact people/numbers if the requestor needs more information, any restrictions on the policy, and booking details.

#### 8.3.1. Use Case 1

##### 8.3.1.1. Request: Insurance Quote

John Smith is taking a trip and wants to check on plans/prices for a trip that costs \$480.00. He wants flight protection coverage and flight accident coverage for \$100,000. John sends a request with information concerning the cost of the trip, his date of birth and the type of coverage he wants.

#### OTA\_InsuranceQuoteRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceQuoteRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsuranceQuoteRQ.xsd" EchoToken="18723222" TimeStamp="2003-10-31T16:13:08"
Target="Production" Version="1.002" SequenceNmbr="1569" PrimaryLangID="en">
  <PlanForQuoteRQ PlanID="ACME" Type="Protection">
    <CoveredTravelers>

```

---

```

    <CoveredTraveler>
      <CoveredPerson Relation="Traveler 1" BirthDate="1948-06-13">
        <GivenName>John</GivenName>
        <Surname>Smith</Surname>
      </CoveredPerson>
      <Email>JSmith@someserver.com</Email>
      <IndCoverageReqs>
        <IndTripCost Amount="480.00" CurrencyCode="USD"/>
        <FlightAccidentAmount Amount="100000.00" CurrencyCode="USD"/>
      </IndCoverageReqs>
    </CoveredTraveler>
  </CoveredTravelers>
  <InsCoverageDetail Type="SingleTrip">
  </InsCoverageDetail>
  <InsuranceCustomer>
    <PersonName>
      <GivenName>John</GivenName>
      <Surname>Smith</Surname>
    </PersonName>
  </InsuranceCustomer>
</PlanForQuoteRQ>
</OTA_InsuranceQuoteRQ>

```

### 8.3.1.2. Response: Insurance Quote

A response is returned with the name of the insurance plan, plan restrictions, and a breakdown of the cost of the insurance.

#### OTA\_InsuranceQuoteRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceQuoteRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_InsuranceQuoteRS.xsd" EchoToken="18723222" TimeStamp="2003-10-31T16:13:11"
  Target="Production" Version="1.002" SequenceNbr="1569" PrimaryLangID="en">
  <Success/>
  <PlanForQuoteRS PlanID="ACME" Name="ACME Insurance Protection Plan" Type="Protection">
    <QuoteDetail>
      <ProviderCompany CompanyShortName="M.I.S.C. Insurance Agency"/>
      <PlanRestrictions>
        <PlanRestriction Code="111" Name="This plan is only available to US citizens"/>
      </PlanRestrictions>
    </QuoteDetail>
    <InsCoverageDetail Type="SingleTrip">
      <CoverageRequirements>
        <CoverageRequirement CoverageType="12">
          <PolicyLimit Amount="100000.00" CurrencyCode="USD"/>
        </CoverageRequirement>
      </CoverageRequirements>
      <TotalTripCost Amount="480.00" CurrencyCode="USD"/>
    </InsCoverageDetail>
    <PlanCost Amount="55.25" CurrencyCode="USD">
      <BasePremium Amount="50.00" CurrencyCode="USD"/>
      <Charges>
        <Charge TaxInclusive="false" Type="Exclusive">
          <Taxes>
            <Tax Type="Exclusive" Code="21" Amount="1.25" CurrencyCode="USD">
              <TaxDescription Name="There is a 2.5% insurance tax on this policy">
                <Text Formatted="false" Language="en"/>
              </TaxDescription>
            </Tax>
          </Taxes>
        </Charge>
      </Charges>
    </PlanCost>
  </PlanForQuoteRS>
</OTA_InsuranceQuoteRS>

```



---

```
        </Taxes>
      </Charge>
      <Charge TaxInclusive="false" Type="Inclusive" Amount="4.00" CurrencyCode="USD">
        <Description Name=" US Processing fee">
          <Text Formatted="false" Language="en"/>
        </Description>
      </Charge>
    </Charges>
  </PlanCost>
  <Contact ContactType="CallCenter">
    <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
    PhoneNumber="555-5556"/>
    <CompanyName CompanyShortName="M.I.S.C. Insurance Agency"/>
  </Contact>
</PlanForQuoteRS>
</OTA_InsuranceQuoteRS>
```

## Section 9—PackageTours/HolidayBookings

A package holiday usually consists of a single “pre-defined” offering with or without a choice of basic elements such as transport and accommodation. The business model for this concept is that allocated blocks of transport and accommodation inventory for a ‘season’ or ‘brochure period’, typically ‘Summer’ (May to October) and ‘Winter’ (November to April) are reserved by a tour operator from the supplier. These are combined into package holiday inventory items, and set up and sold from the tour operator’s system. Notification to the original supplier of the take-up of individual inventory items takes place a short period before departure of the customers. The use cases covered in this document relate to the selling by the tour operator of the packages from their internal inventory stock.

A booking can contain any number of itinerary elements, such as transport, accommodation, car rental, extra products or services, special services, extras, etc. Itinerary or journey elements are distinct by type of service and product, place of delivery, date and time the service is offered and can be individually assigned to one or more of the customers involved in the booking.

The parties involved in the current business interactions comprise Travel Agents (on behalf of customers) making enquiries and bookings with the Tour Operators who publish brochures describing the package tours on offer. The normal interaction medium is currently videotex which, due to the limited screen display size (80 characters x 25 lines), requires a considerable number of message pairs to achieve a booking. However, it is well established and extensively used, with some operators taking the majority of their bookings this way. The intention behind creating the same functionality using XML is to increase the efficiency of the booking process, extend the reach of the tour operators’ systems and expand the information available to the customer.

This document covers two scenarios—Package Availability and Package Booking. The Availability phase checks a selected package against the supplier’s system and provides full details and costs and the Booking phase completes the



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cycle by committing the customer to paying for the holiday and the supplier to providing it. Each scenario can be invoked independently of the others, subject to the necessary minimum information being supplied in the request message.

### **9.1. OTA\_PkgAvailRQ/RS**

The Package Availability Request message is designed to establish whether a specific package is available for a specific date and duration for a given number of customers (who may be subdivided by category e.g., Adult, Child etc.).

If the request is satisfied, the enquirer will be provided with a priced breakdown of the package elements.

If the request is not satisfied because one or more elements of the package are not available, the enquirer may be provided with a selection of alternatives for that element.

The business use case (see below) that supports this message identifies a customer or agent (person or system acting on behalf of the customer) who requests the availability status of a specific occurrence of a package. The first step in this use case is for the enquirer to supply the details of the package, the stay and the party composition.

The steps of the use case proceed as follows:

- The Customer or agent requests the availability of a specific package for a date and duration for a number of passengers.
- The system returns a priced package summary detailing all possible combinations of facilities (where appropriate).

The data returned at Step 2 is used as the basis for the Package Booking Request.

Additional data that accompanies the response message may include information, which may affect the enquirer's decision on whether to book the package, e.g., building works, unavailable facilities etc.

Where the supplier system is unable to provide costs for all combinations, it may return a basic priced summary with details of the availability of facilities from which the customer must make a choice and submit a revised request in order to get a full costing.

Possible business processing errors include:

- One or more components of the package cannot satisfy the number of passengers for the date and duration requested. The system may return a list of possible alternative components and if the enquirer chooses one from the list as a substitute the use case will restart from Step 1.

---

### 9.1.1. Use Case 1

#### 9.1.1.1. Request: Availability for a Specific Package Holiday

A customer has been looking at a holiday brochure for tour operator COS. They ask Travel Agent A1234 if the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003. The travel agent establishes that the customer can go up to 2 days before and 3 days after this date and sends an availability request to the COS system.

#### OTA\_PkgAvailRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.001" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRQ.xsd">
  <POS>
    <Source AgentSine="A1234">
      <RequestorID URL="www.agent.com" Type="4" ID="a1234"/>
      <BookingChannel Type="6"/>
    </Source>
  </POS>
  <SearchDateRange Start="2003-10-07" Duration="P14D">
    <DateWindowRange WindowBefore="P2D" WindowAfter="P3D">2003-10-
07T00:00:00</DateWindowRange>
  </SearchDateRange>
  <PackageRequest TourCode="ADABA" TravelCode="GAD20" PromotionCode="ABC123">
    <CompanyName Code="COS"/>
  </PackageRequest>
  <CustomerCounts>
    <CustomerCount Code="Adult" Quantity="2"/>
    <CustomerCount Code="Child" Quantity="2"/>
    <CustomerCount Code="Infant" Quantity="1"/>
  </CustomerCounts>
</OTA_PkgAvailRQ>
```

#### 9.1.1.2. Response: Availability Information for a Specific Holiday Package

The COS system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms, with meal-plan-type prices for single, twin, triple bedded rooms for variable valid occupancies which could be generated by 2 adults, 2 children and 1 infant (e.g., one twin with two extra beds and a cot/crib or a single for 1 adult with a triple for 1 adult and two children and an infant etc). The message includes a warning that further selection is required to indicate which room type is required.

The customer selects a Twin room on a Half-board (breakfast and dinner) basis and the travel agent sends a booking request message to obtain a quotation.

## OTA\_PkgAvailRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
  Version="2.001">
  <Success/>
  <Warnings>
    <Warning Type="3">Please select room(s) and meal plan(s) from the accompanying lists</Warning>
  </Warnings>
  <Package>
    <DateRange Start="2003-10-07" Duration="P14D"/>
    <ItineraryItems>
      <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
        <Travel>
          <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
            ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </Travel>
      </ItineraryItem>
      <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
        <Accommodation RPH="2" ResortName="Alcudia">
          <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
          <DateRange Start="2003-10-07" Duration="P14D"/>
          <RoomProfiles>
            <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra beds
              and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
              <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                <GuestCount AgeQualifyingCode="INF" Count="1"/>
              </GuestCounts>
            </RoomProfile>
          </RoomProfiles>
          <MealPlans>
            <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
          </MealPlans>
        </Accommodation>
      </ItineraryItem>
      <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
        <Travel>
          <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
            ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </Travel>
      </ItineraryItem>
    </ItineraryItems>
    <Cautions>
      <Caution Type="Flight" Start="2003-10-07" ItinerarySequence="1">Please note that all flights are
        non-smoking.</Caution>
      <Caution Type="Resort" Start="2003-10-07" Duration="P14D" ItinerarySequence="2">Please
        note that the October festival in Alcudia is very noisy.</Caution>
    </Cautions>
  </Package>
</OTA_PkgAvailRS>
```

---

```

        <Caution Type="Accom" Start="2003-10-14" End="2003-04-30">The outdoor swimming pool will
be closed for the winter from 14 October</Caution>
        <Caution Type="Flight" Start="2003-10-21" ItinerarySequence="2">Please note that all flights are
non-smoking.</Caution>
    </Cautions>
</Package>
<FacilityChoices>
    <AvailableRooms>
        <Room RPH="1" RoomTypeCode="SINGLE" Description="Single Room" Quantity="2"
MinOccupancy="1" MaxOccupancy="1">
            <SupplementCharges>
                <Charge Amount="21.00"/>
            </SupplementCharges>
        </Room>
        <Room RPH="2" RoomTypeCode="TWIN" Description="Twin Room" Quantity="5"
MinOccupancy="2" MaxOccupancy="4" MaxAdults="3" CotQuantity="2" FreeChildFlag="true"/>
    </AvailableRooms>
    <AvailableMealPlans>
        <MealPlan Code="HB" Plan="Half Board"/>
        <MealPlan Code="FB" Plan="Full Board">
            <SupplementCharges CurrencyCode="GBP">
                <Charge Code="ADT" Amount="140.00"/>
                <Charge Code="CHD" Amount="105.00"/>
            </SupplementCharges>
            <SupplementCharges CurrencyCode="GBP">
                <Charge Code="ADT" Amount="224.00"/>
                <Charge Code="CHD" Amount="168.00"/>
            </SupplementCharges>
        </MealPlan>
    </AvailableMealPlans>
    <RoomPrices MealPlan="HB">
        <RoomPrice RoomRPH="1" Code="SINGLE">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="1"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price">
                <UnitPrice Amount="371.00"/>
                <ExtendedPrice Amount="371.00"/>
            </ItemPrice>
            <ProfilePrice Amount="371.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price">
                <UnitPrice Amount="350.00"/>
                <ExtendedPrice Amount="700.00"/>
            </ItemPrice>
            <ProfilePrice Amount="700.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                <GuestCount AgeQualifyingCode="CHD" Count="1"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price" Quantity="2">
                <UnitPrice Amount="350.00"/>
                <ExtendedPrice Amount="700.00"/>
            </ItemPrice>
            <ItemPrice Description="First Child">
                <UnitPrice Amount="250.00"/>
                <ExtendedPrice Amount="250.00"/>
            </ItemPrice>
            <ProfilePrice Amount="950.00"/>
        </RoomPrice>
    </RoomPrices>

```

---

```

<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="2">
    <UnitPrice Amount="350.00"/>
    <ExtendedPrice Amount="700.00"/>
  </ItemPrice>
  <ItemPrice Description="First Child">
    <UnitPrice Amount="200.00"/>
    <ExtendedPrice Amount="200.00"/>
  </ItemPrice>
  <ItemPrice Description="Second Child">
    <UnitPrice Amount="250.00"/>
    <ExtendedPrice Amount="250.00"/>
  </ItemPrice>
  <ProfilePrice Amount="1150.00"/>
</RoomPrice>
<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="3"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="3">
    <UnitPrice Amount="308.00"/>
    <ExtendedPrice Amount="924.00"/>
  </ItemPrice>
  <ProfilePrice Amount="924.00"/>
</RoomPrice>
</RoomPrices>
<RoomPrices MealPlan="FB">
  <RoomPrice RoomRPH="1" Code="SINGLE">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="1"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price">
      <UnitPrice Amount="611.00"/>
      <ExtendedPrice Amount="611.00"/>
    </ItemPrice>
    <ProfilePrice Amount="611.00"/>
  </RoomPrice>
  <RoomPrice RoomRPH="2" Code="TWIN">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price" Quantity="2">
      <UnitPrice Amount="490.00"/>
      <ExtendedPrice Amount="980.00"/>
    </ItemPrice>
    <ProfilePrice Amount="980.00"/>
  </RoomPrice>
  <RoomPrice RoomRPH="2" Code="TWIN">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="2"/>
      <GuestCount AgeQualifyingCode="CHD" Count="1"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price" Quantity="2">
      <UnitPrice Amount="490.00"/>
      <ExtendedPrice Amount="980.00"/>
    </ItemPrice>
    <ItemPrice Description="First Child" Quantity="1">
      <UnitPrice Amount="390.00"/>
      <ExtendedPrice Amount="390.00"/>
    </ItemPrice>
    <ProfilePrice Amount="1370.00"/>
  </RoomPrice>
</RoomPrices>

```

---

```

    <RoomPrice RoomRPH="2" Code="TWIN">
      <GuestCounts>
        <GuestCount AgeQualifyingCode="ADT" Count="2"/>
        <GuestCount AgeQualifyingCode="CHD" Count="2"/>
      </GuestCounts>
      <ItemPrice Description="Adult Price" Quantity="2">
        <UnitPrice Amount="490.00"/>
        <ExtendedPrice Amount="980.00"/>
      </ItemPrice>
      <ItemPrice Description="First Child">
        <UnitPrice Amount="340.00"/>
        <ExtendedPrice Amount="340.00"/>
      </ItemPrice>
      <ItemPrice Description="Second Child">
        <UnitPrice Amount="390.00"/>
        <ExtendedPrice Amount="390.00"/>
      </ItemPrice>
      <ProfilePrice Amount="1710.00"/>
    </RoomPrice>
    <RoomPrice RoomRPH="2" Code="TWIN">
      <GuestCounts>
        <GuestCount AgeQualifyingCode="ADT" Count="3"/>
      </GuestCounts>
      <ItemPrice Description="Adult Price" Quantity="3">
        <UnitPrice Amount="448.00"/>
        <ExtendedPrice Amount="1344.00"/>
      </ItemPrice>
      <ProfilePrice Amount="1344.00"/>
    </RoomPrice>
  </RoomPrices>
</FacilityChoices>
</OTA_PkgAvailRS>

```

## 9.1.2. Use Case 2

### 9.1.2.1. Request: Availability for a Flight-Only Package

A customer wants to check the availability of a flight-only package arrangement for 2 adults from London Gatwick to Palma Mallorca on 7th Oct 2003 for 10 days on a tour operator website. He fills in the request form on his browser and sends the request message to the tour operator.

#### OTA\_PkgAvailRQ-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.001" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRQ.xsd">
  <POS>
    <Source AgentSine="Z9999">
      <RequestorID Type="9" ID="Internal"/>
      <BookingChannel Type="6"/>
    </Source>
  </POS>
  <PackageRequest Type="FO">
    <DateRange Start="2003-10-07" Duration="P14D"/>
    <ItineraryItems>
      <ItineraryItem>
        <Travel>

```

```

        <AirSegment TravelCode="GAD20" DepartureDateTime="2003-10-07T00:00:00">
            <DepartureAirport LocationCode="LGW"/>
            <ArrivalAirport LocationCode="PMI"/>
        </AirSegment>
    </Travel>
</ItineraryItem>
</ItineraryItems>
</PackageRequest>
<CustomerCounts>
    <CustomerCount Code="Adult" Quantity="2"/>
</CustomerCounts>
</OTA_PkgAvailRQ>

```

### 9.1.2.2. Response: Availability Information for a Flight-Only Package

Because the seats are sold out on the return journey, the tour operator returns a response message with a warning, together with a selection of alternative flights which are available, one from Gatwick for 11 days, one from Luton and a third from Gatwick which returns to Stansted. Because this is a direct selling link, information on acceptable forms of payment is also returned.

#### OTA\_PkgAvailRS-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
  Version="2.001">
    <Success/>
    <Warnings>
        <Warning Type="4">Requested flight departure is not available. Please select from the following
alternatives.</Warning>
    </Warnings>
    <Package>
        <DateRange Start="2003-10-07" Duration="P14D"/>
    </Package>
    <TravelChoices>
        <TravelItem>
            <TravelDetail>
                <OutwardTravel>
                    <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                        <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                        <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                        <AvailableSeats>
                            <SeatAvailability Quantity="4"/>
                        </AvailableSeats>
                    </AirSegment>
                </OutwardTravel>
                <ReturnTravel>
                    <AirSegment DepartureDay="Wed" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD30">
                        <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
                        <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
                        <AvailableSeats>
                            <SeatAvailability Quantity="4"/>
                        </AvailableSeats>
                    </AirSegment>
                </ReturnTravel>
            </TravelDetail>
        </TravelItem>
    </TravelChoices>
    <Supplements>

```

```

        <SupplementCharge CurrencyCode="GBP">
          <Charge Amount="179.00" Code="AD"/>
        </SupplementCharge>
      </Supplements>
      <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
    </TravellItem>
    <TravellItem>
      <TravelJourney OriginAirportID="LTN" DestinationAirportID="PMI" OutwardDateTime="2003-10-
07T12:45:00" ReturnDateTime="2003-10-21T17:20:00" TravelCode="LAD22" />
      <Supplements>
        <SupplementCharge CurrencyCode="GBP">
          <Charge Amount="169.00" Code="AD"/>
        </SupplementCharge>
      </Supplements>
      <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
    </TravellItem>
    <TravellItem>
      <TravelDetail>
        <OutwardTravel>
          <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </OutwardTravel>
        <ReturnTravel>
          <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="SAD21">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="STN">London Gatwick</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="6"/>
            </AvailableSeats>
          </AirSegment>
        </ReturnTravel>
      </TravelDetail>
      <Supplements>
        <SupplementCharge CurrencyCode="GBP">
          <Charge Amount="129.00" Code="AD"/>
        </SupplementCharge>
      </Supplements>
      <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
    </TravellItem>
  </TravelChoices>
  <AcceptedPaymtForms>
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CSH"></AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="BAL" PaymentType="CSH"></AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="VI">1% fee
applies</AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="AX">2% fee
applies</AcceptedPaymtForm>
  </AcceptedPaymtForms>
</OTA_PkgAvailRS>

```

## 9.2. OTA\_PkgBookRQ/RS

The Package Booking messages are designed to make a confirmed booking of a package holiday whose availability may or may not have been checked. An



---

<ActionType> qualifier is available to modify the default 'Book' request to simply return a Quotation or make a provisional reservation pending authorization of payment details.

If the 'Book' action request by a direct customer is satisfied, the enquirer may be requested to provide contact and payment details. On authorization of the payment details, the enquirer will be provided with a booking reference (and, optionally, invoice details for printing).

### 9.2.1. Use Case 1

#### 9.2.1.1. Request: A Quotation for a Package Holiday

Having established that the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003 with tour operator COS, the customer asks Happy Holidays (Travel Agent Code A1234) to obtain a quotation for the holiday. The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

#### OTA\_PkgBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgBookRQ.xsd" Timestamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
  Version="2.001" ActionType="Quote">
  <POS>
    <Source AgentSine="A1234">
      <RequestorID URL="www.happyholidays.com" Type="4" ID="a1234"/>
      <BookingChannel Type="6"/>
    </Source>
  </POS>
  <PackageRequest ID="COSS02ADA2367">
    <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
    <ItineraryItems>
      <ItineraryItem>
        <Travel>
          <AirSegment DepartureDateTime="2003-10-07T05:00:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW"/>
            <ArrivalAirport LocationCode="PMI"/>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </Travel>
      </ItineraryItem>
      <ItineraryItem>
        <Accommodation>
          <Identity PropertyClassType="HTL" HotelCode="ADABA"/>
          <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
          <RoomProfiles>
```

---

```
<RoomProfile RoomTypeCode="TWIN" Quantity="1" CotQuantity="1">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
    <GuestCount AgeQualifyingCode="INF" Count="1"/>
  </GuestCounts>
</RoomProfile>
</RoomProfiles>
<MealPlans>
  <MealPlan Code="HB" Quantity="4"/>
</MealPlans>
</Accommodation>
</ItineraryItem>
<Travel>
  <AirSegment DepartureDateTime="2003-10-21T00:00:00" TravelCode="GAD20">
    <DepartureAirport LocationCode="PMI"/>
    <ArrivalAirport LocationCode="LGW"/>
    <AvailableSeats>
      <SeatAvailability Quantity="4"/>
    </AvailableSeats>
  </AirSegment>
</Travel>
</ItineraryItem>
</ItineraryItems>
</PackageRequest>
<ContactDetail>
  <PersonName>
    <NamePrefix>Mr</NamePrefix>
    <GivenName>S</GivenName>
    <Surname>Smithers</Surname>
  </PersonName>
</ContactDetail>
<PassengerListItems>
  <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
    <Name>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>Simon</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>
  <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
    <Name>
      <NamePrefix>Mrs</NamePrefix>
      <GivenName>A</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>
  <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
    <Name>
      <NamePrefix>Miss</NamePrefix>
      <GivenName>B</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>
  <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
    <Name>
      <NamePrefix>Mstr</NamePrefix>
      <GivenName>C</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>
  <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
    <Name>
      <NamePrefix>Inf</NamePrefix>
      <GivenName>D</GivenName>
```

```

        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
  </PassengerListItems>
  <OwnInsuranceChoices>
    <OwnInsuranceChoice InsuranceCompany="Home and Overseas">
      <CustomerCounts>
        <CustomerCount Quantity="4"/>
      </CustomerCounts>
    </OwnInsuranceChoice>
  </OwnInsuranceChoices>
</OTA_PkgBookRQ>

```

### 9.2.1.2. Response: Quotation Information

The COS system responds with a fully costed package itinerary and a temporary booking reference to be used when the customer accepts the booking offer.

(These messages can be used without a preceding availability interchange when all the required input data is known. In this scenario, when the package is available, the standard booking response is returned; if the package is not available, the Package Availability response is returned with a selection of alternative facilities.).

#### OTA\_PkgBookRS.xml – Quotation response

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
  Version="2.001" SequenceNbr="3">
  <Success>
    <PackageReservation>
      <UniqueID Type="21" ID="123456"/>
      <Package>
        <DateRange Start="2003-10-07" Duration="P14D"/>
        <ItineraryItems>
          <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
            <Travel>
              <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                <AvailableSeats>
                  <SeatAvailability Quantity="4"/>
                </AvailableSeats>
              </AirSegment>
            </Travel>
          </ItineraryItem>
          <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
            <Accommodation RPH="2" ResortName="Alcudia">
              <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
              <DateRange Start="2003-10-07" Duration="P14D"/>
              <RoomProfiles>
                <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                  <GuestCounts>
                    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                    <GuestCount AgeQualifyingCode="INF" Count="1"/>
                  </GuestCounts>
                </RoomProfile>
              </RoomProfiles>
            </Accommodation>
          </ItineraryItem>
        </ItineraryItems>
      </Package>
    </PackageReservation>
  </Success>
</OTA_PkgBookRS>

```

---

```

        </GuestCounts>
    </RoomProfile>
</RoomProfiles>
<MealPlans>
    <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
</MealPlans>
</Accommodation>
</ItineraryItem>
<ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
    <Travel>
        <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-
21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
            <AvailableSeats>
                <SeatAvailability Quantity="4"/>
            </AvailableSeats>
        </AirSegment>
    </Travel>
</ItineraryItem>
</ItineraryItems>
<Cautions>
    <Caution Type="Booking">NB. this quotation will expire at 17:00hrs today.</Caution>
    <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that
all flights are non-smoking.</Caution>
    <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D"
ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
    <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that
all flights are non-smoking.</Caution>
</Cautions>
</Package>
<ContactDetail>
    <PersonName>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>S</GivenName>
        <Surname>Smithers</Surname>
    </PersonName>
</ContactDetail>
<PassengerListItems>
    <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
        <Name>
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Simon</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
        <Name>
            <NamePrefix>Mrs</NamePrefix>
            <GivenName>A</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
        <Name>
            <NamePrefix>Miss</NamePrefix>
            <GivenName>B</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
        <Name>
            <NamePrefix>Mstr</NamePrefix>
            <GivenName>C</GivenName>
            <Surname>Smithers</Surname>
        </Name>

```

---

```

</PassengerListItem>
<PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
  <Name>
    <NamePrefix>Inf</NamePrefix>
    <GivenName>D</GivenName>
    <Surname>Smithers</Surname>
  </Name>
</PassengerListItem>
</PassengerListItems>
<OwnInsuranceChoices>
  <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNmbr="1453891762">
    <CustomerCounts>
      <CustomerCount Quantity="4"/>
    </CustomerCounts>
  </OwnInsuranceChoice>
</OwnInsuranceChoices>
<InvoiceDetail>
  <CostingItems>
    <CostingItem Description="Basic Holiday Price" Quantity="2">
      <UnitPrice Amount="546.00"/>
      <ExtendedPrice Amount="1092.00"/>
    </CostingItem>
    <CostingItem Description="First Child" Quantity="1">
      <UnitPrice Amount="150.00"/>
      <ExtendedPrice Amount="150.00"/>
    </CostingItem>
    <CostingItem Description="Second Child" Quantity="1">
      <UnitPrice Amount="223.00"/>
      <ExtendedPrice Amount="223.00"/>
    </CostingItem>
  </CostingItems>
  <GrossAmount Amount="1465.00"/>
  <DepositAmount Amount="300.00"/>
  <BalanceDueAmount Amount="1165.00"/>
</InvoiceDetail>
</PackageReservation>
</OTA_PkgBookRS>

```

#### 9.2.1.3. Request: Commit Booking

The customer is happy with the details provided and the travel agent takes a deposit on the holiday on the customer's credit card using his own payment system. He then sends a book request with an Action Type of 'Commit' to the COS system quoting the temporary booking reference.

#### OTA\_PkgBookRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgBookRQ.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
  Version="2.001" ActionType="Commit">
  <UniqueID Type="21" ID="123456"/>
</OTA_PkgBookRQ>

```

#### 9.2.1.4. Response: Booking Confirmation

He receives a confirmation response, which is also directed to his back-office system, which prints the required official Civil Aviation Authority receipt.

## OTA\_PkgBookRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
  Version="2.001" SequenceNbr="3">
  <Success/>
  <PackageReservation>
    <UniqueID Type="14" ID="AA12345"/>
    <Package>
      <DateRange Start="2003-10-07" Duration="P14D"/>
      <ItineraryItems>
        <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
          <Travel>
            <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
              <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
              <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
              <AvailableSeats>
                <SeatAvailability Quantity="4"/>
              </AvailableSeats>
            </AirSegment>
          </Travel>
        </ItineraryItem>
        <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
          <Accommodation RPH="2" ResortName="Alcudia">
            <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
            <DateRange Start="2003-10-07" Duration="P14D"/>
            <RoomProfiles>
              <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                <GuestCounts>
                  <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                  <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                  <GuestCount AgeQualifyingCode="INF" Count="1"/>
                </GuestCounts>
              </RoomProfile>
            </RoomProfiles>
            <MealPlans>
              <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
            </MealPlans>
          </Accommodation>
        </ItineraryItem>
        <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
          <Travel>
            <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-
21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
              <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
              <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
              <AvailableSeats>
                <SeatAvailability Quantity="4"/>
              </AvailableSeats>
            </AirSegment>
          </Travel>
        </ItineraryItem>
      </ItineraryItems>
      <Cautions>
        <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that
all flights are non-smoking.</Caution>
        <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D"
ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
        <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that
all flights are non-smoking.</Caution>
      </Cautions>
    </Package>
  </PackageReservation>
</OTA_PkgBookRS>
```

---

```

    </Cautions>
  </Package>
  <ContactDetail>
    <PersonName>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>S</GivenName>
      <Surname>Smithers</Surname>
    </PersonName>
  </ContactDetail>
  <PassengerListItems>
    <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
      <Name>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>Simon</GivenName>
        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
    <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
      <Name>
        <NamePrefix>Mrs</NamePrefix>
        <GivenName>A</GivenName>
        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
    <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
      <Name>
        <NamePrefix>Miss</NamePrefix>
        <GivenName>B</GivenName>
        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
    <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
      <Name>
        <NamePrefix>Mstr</NamePrefix>
        <GivenName>C</GivenName>
        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
    <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
      <Name>
        <NamePrefix>Inf</NamePrefix>
        <GivenName>D</GivenName>
        <Surname>Smithers</Surname>
      </Name>
    </PassengerListItem>
  </PassengerListItems>
  <OwnInsuranceChoices>
    <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNmbr="1453891762">
      <CustomerCounts>
        <CustomerCount Quantity="4"/>
      </CustomerCounts>
    </OwnInsuranceChoice>
  </OwnInsuranceChoices>
  <InvoiceDetail>
    <CostingItems>
      <CostingItem Description="Basic Holiday Price" Quantity="2">
        <UnitPrice Amount="546.00"/>
        <ExtendedPrice Amount="1092.00"/>
      </CostingItem>
      <CostingItem Description="First Child" Quantity="1">
        <UnitPrice Amount="150.00"/>
        <ExtendedPrice Amount="150.00"/>
      </CostingItem>
      <CostingItem Description="Second Child" Quantity="1">
        <UnitPrice Amount="223.00"/>
        <ExtendedPrice Amount="223.00"/>
      </CostingItem>
    </CostingItems>
  </InvoiceDetail>

```

---

```
        </CostingItem>
      </CostingItems>
      <GrossAmount Amount="1465.00"/>
      <DepositAmount Amount="300.00"/>
      <BalanceDueAmount Amount="1165.00"/>
    </InvoiceDetail>
    <Transactions>
      <Transaction Type="Receipt" PostingDateTime="2003-04-08T21:10:30" BatchNmbr="XGH003"
Comment="VISA ****1234">
        <Amount Amount="300.00"></Amount>
      </Transaction>
    </Transactions>
  </PackageReservation>
</OTA_PkgBookRS>
```



---

## Section 10 — Travel Itinerary Messages

The Travel Industry has successfully enjoyed the benefits of feature rich electronic data exchange among global trading partners for decades. The Travel Itinerary message (or Passenger Name Record—PNR) is widely used to integrate, manage and service travel content—which includes: Air, Car, Hotels, Rail, and Tour & Cruise. The following is a list of travel content information traditionally contained within the Travel Itinerary (included but not limited to):

- Personal Traveler Related Information—Name, Address, Phone, etc.
- Booked Travel Segments—Air, Car, Hotel, Tour/Cruise, etc.
- Ticketing, Pricing & Form of Payment Information
- Special Service Request and Remark Details
- Travel Itinerary or PNR Synchronization
- Complete Travel Itinerary Book Request
- Travel Itinerary Update/Modify
- Travel Itinerary Cancel/Ignore

### 10.1. OTA\_TravelItineraryRQ/RS

The Travel Itinerary message is a combination of existing, OTA XML Schemas (XML components or XML Schema fragments) with some additional components encapsulated as one large XML Schema—the ‘TravelItinerary’. The OTA\_TravelItineraryRS message model builds upon the component assets via loosely coupling associations between them (either hierarchically or by attribute references) to maximize both flexibility and reusability.

A request to read (retrieve) a Travel Itinerary is issued using the OTA\_TravelItineraryReadRQ message with a unique ID referencing the itinerary.

The response to a read request, OTA\_TravelItineraryRS may contain a <SpecialServices> element at both the itinerary item level and higher itinerary level. Such hierarchy provides a clear means to associate a specific service element with one item or to multiple items. This contextual association pattern also applies to the pricing elements <ItemPricing> and <ItineraryPricing>, which directly relate to specific item pricing or subtotal pricing of items respectively. Additionally, content which is related to (e.g., not reserved or owned by) a specific OTA travel itinerary message can be referenced via the <AssocItem> element. This element is modeled much like itinerary items where, unique patterns of contextually related service and pricing options can be applied.

---

### 10.1.1. Use Case 1

#### 10.1.1.1. Request: Read Travel Itinerary

Betty Johnson, owner/employee of U-Own-The-World Travel, uses the Atlas12000 GDS booking application installed on her desktop platform. Bob Jones, has requested a copy of his upcoming business trip itinerary from Betty, whom he booked the trip through. Betty, using the super slick GUI interface selects Bob's GDS reservation number (UOTWT0122321) from a list, enters it into the interface and clicks a single button.

#### OTA\_TravellitineraryReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravellitineraryReadRQ TimeStamp="2003-02-24T11:43:57" PrimaryLangID="en" Version="1.002"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_TravellitineraryReadRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="5" ID="UOTWT0122321"/>
    </Source>
  </POS>
  <UniqueID Type="14" ID="M839LW"/>
</OTA_TravellitineraryReadRQ>
```

#### 10.1.1.2. Response: Travel Itinerary Information

By the miracle of XML and the GDS API, Bob's itinerary is returned to the booking app., 'massaged', sent to Betty's screen for visual confirmation as well as to her local printer and Bob's email address.

#### OTA\_TravellitineraryReadRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravellitineraryRS xmlns="http://www.opentravel.org/OTA/2003/05"
TimeStamp="2003-02-24T11:44:00"
PrimaryLangID="en" Version="2.001"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_TravellitineraryRS.xsd">
  <Success/>
  <Travellitinerary>
    <ItineraryRef Type="14" ID="M839LW"/>
    <CustomerInfos>
      <CustomerInfo RPH="01">
        <Customer>
          <PersonName>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>Robert</GivenName>
            <MiddleName>Anthony</MiddleName>
            <Surname>Jones</Surname>
          </PersonName>
          <Telephone PhoneNumber="2241630" AreaCityCode="302" Extension="5574"/>
          <Email>rajones@somewhere.org</Email>
          <Address FormattedInd="true">
            <StreetNmbr PO_Box="P.O. Box 77">1452 S. 13th St. N.W.</StreetNmbr>
```

---

```

        <CityName>Westfinster</CityName>
        <PostalCode>90210</PostalCode>
        <StateProv>NY</StateProv>
        <CountryName>US</CountryName>
    </Address>
</Customer>
    <AgencyAcctNumber Type="5" ID="UOTWT0122321"/>
</CustomerInfo>
</CustomerInfos>
<ItineraryInfo>
    <ReservationItems ChronoOrdered="true">
        <Item RPH="01" ItinSeqNumber="01">
            <Air DepartureDateTime="2003-03-03T08:00:00" FlightNumber="942"
ResBookDesigCode="Y">
                <DepartureAirport LocationCode="DEN">Denver International
Airport</DepartureAirport>
                <ArrivalAirport LocationCode="ORD">Chicago O'Hare</ArrivalAirport>
                <MarketingAirline>UA</MarketingAirline>
                <Seats>
                    <Seat Number="07A" Characteristic="Window" CustomerRPH="01"/>
                </Seats>
            </Air>
        </Item>
        <Item RPH="02" ItinSeqNumber="02">
            <Air DepartureDateTime="2003-03-03T13:00:00" FlightNumber="3545"
ResBookDesigCode="Y">
                <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
                <ArrivalAirport LocationCode="YUL">Montreal Dorval</ArrivalAirport>
                <OperatingAirline>AC</OperatingAirline>
                <MarketingAirline>UA</MarketingAirline>
                <Seats>
                    <Seat Number="08B" Characteristic="Aisle" CustomerRPH="01"/>
                </Seats>
            </Air>
        </Item>
        <Item RPH="03" ItinSeqNumber="05">
            <Air DepartureDateTime="2003-03-10T08:00:00" FlightNumber="5568">
                <DepartureAirport LocationCode="YUL">Montreal Dorval</DepartureAirport>
                <ArrivalAirport LocationCode="BOS">Boston Logan</ArrivalAirport>
                <OperatingAirline>AC</OperatingAirline>
                <MarketingAirline>UA</MarketingAirline>
                <Seats>
                    <Seat Number="3D" Characteristic="Window" CustomerRPH="01"/>
                </Seats>
            </Air>
        </Item>
        <Item RPH="04" ItinSeqNumber="06">
            <Air DepartureDateTime="2003-03-10T10:30:00" FlightNumber="5542">
                <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
                <ArrivalAirport LocationCode="DEN">Denver International</ArrivalAirport>
                <MarketingAirline>UA</MarketingAirline>
                <Seats>
                    <Seat CustomerRPH="01" Number="23B"/>
                </Seats>
            </Air>
        </Item>
        <Item RPH="05" ItinSeqNumber="04">
            <Hotel>
                <Reservation>
                    <RoomTypes>
                        <RoomType RoomTypeCode="KNGSTE" NumberOfUnits="1"/>
                    </RoomTypes>
                    <RoomRates>
                        <RoomRate>
                            <Rates>

```

---

```

03-03" ExpireDate="2003-03-10">
    <Rate AgeQualifyingCode="10" MinAge="18" EffectiveDate="2003-
    <Base AmountAfterTax="1495.00" CurrencyCode="CAD"/>
    </Rate>
  </Rates>
</RoomRate>
</RoomRates>
<GuestCounts>
  <GuestCount AgeQualifyingCode="10" Count="1"/>
</GuestCounts>
<TimeSpan Start = "2003-03-03" End = "2003-03-10"/>
<BasicPropertyInfo ChainCode="HH" HotelCityCode="YUL" HotelName="Hilton
Bonaventure"/>
  </Reservation>
</Hotel>
</Item>
<Item RPH="06" ItinSeqNumber="03">
  <Vehicle>
    <ConflID Type="14" ID="02138525448412"/>
    <VehRentalCore PickupDateTime="2003-03-03T15:30:00" ReturnDateTime="2003-
03-10T06:00:00">
      <PickUpLocation LocationCode="YUL">Montreal Dorval
Airport</PickUpLocation>
      <ReturnLocation LocationCode="YUL">Montreal Dorval Airport</ReturnLocation>
    </VehRentalCore>
    <Vehicle AirConditionInd="true" TransmissionType="Automatic">
      <VehType VehicleCategory="CAR" DoorCount="4"/>
      <VehClass Size="FUL"/>
      <VehMakeModel Name="Ford Taurus"/>
    </Vehicle>
    <RentalRate>
      <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="Week"/>
    </RentalRate>
    <TotalCharge RateTotalAmount="345.00" CurrencyCode="CAD"/>
  </Vehicle>
</Item>
</ReservationItems>
<Ticketing TicketType="eTicket" eTicketNumber="30465876954325" PlatingCarrier="UAL"/>
<ItineraryPricing ItemRPH_List="01 02 03 04">
  <Cost AmountAfterTax="745.00" CurrencyCode="USD"/>
</ItineraryPricing>
<SpecialRequestDetails>
  <SpecialServiceRequests>
    <SpecialServiceRequest FlightRefNumberRPHList="01" TravelerRefNumberRPHList="01"
SSRCCode="VGML">
      <Airline Code="UA">United Airlines</Airline>
    </SpecialServiceRequest>
  </SpecialServiceRequests>
  <SpecialRequestDetails>
    </ItineraryInfo>
    <TravelCost>
      <FormOfPayment>
        <PaymentCard CardNumber="3151002645983754" ExpireDate="1205" CardType="MC">
          <CardHolderName>ROBERT A. JONES</CardHolderName>
        </PaymentCard>
      </FormOfPayment>
      <CostTotals AmountAfterTax="1957.92" CurrencyCode="USD"/>
    </TravelCost>
    <UpdatedBy>
      <Access ID="U09932147"/>
    </UpdatedBy>
  </TravellItinerary>
</OTA_TravellItineraryRS>

```

---

## Section 11 —Rail Messages

### 11.1. OTA\_RailAvailRQ/RS

The Rail availability request provides the ability to request rail services between two station pairs on a specific date, for a specific number of passengers of a particular passenger type. The request can be narrowed to request availability for a specific train number, and can include fares (where applicable) or just scheduled service.

Optional request information can include:

- Time / Time Window
- Time / Time Window for return journey
- Connecting cities / Number of connections
- Fare Types
- Discount or Promotional codes that may apply to the fare
- Client Preferences (class of service, sleeper cars)
- Maximum number of responses desired

The Availability Response message contains train availability for a station pair on a specific date. A set of origin and destination options is returned, each of which contains one or more (connecting) trains that serve the city pair. The message is intended to provide all the information necessary to travelers to make informed accurate selections prior to booking.

Each option may contain the following:

- Class codes for the class of service or amenities
- Special vendor comments for the city pair
- Whether or not seats can be selected
- On time percentage for the train
- Number and type of passengers
- Fare for each passenger type
- Total Fare for all passengers
- Currency

Because of the wide range of capabilities and requirements in various rail inventory management systems, a number of optional details that relate to the fare rules and restrictions may be returned.

### 11.1.1. Use Case 1

#### 11.1.1.1. Request: Rail Schedule

Someone requests a timetable for the journey between Glasgow and Marylebone via Birmingham, to arrive in Marylebone between 8 and 10 am on the 6<sup>th</sup> of December, and departing for the return journey between 10pm and midnight the same day. A maximum of three alternatives is required.

There should be no more than one train change and the response should include company GNER and exclude company Arriva.

#### OTA\_RailAvailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailAvailRQ TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
Version="1.002" MaxResponses="3" ResponseType="Schedules"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailAvailRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="22" ID="JQIR2004"/>
    </Source>
  </POS>
  <RailAvailInfo MaxChanges="1">
    <OriginDestinationInformation>
      <ArrivalDateTime WindowBefore="PT2H">2003-12-06T10:00:00</ArrivalDateTime>
      <OriginLocation LocationCode="GLC" CodeContext="CRS"/>
      <DestinationLocation LocationCode="MYB" CodeContext="CRS"/>
      <ConnectionLocations>
        <ConnectionLocation LocationCode="BHM" CodeContext="CRS" Inclusive="true"
PreferLevel="Preferred" ConnectionInfo="Via"/>
      </ConnectionLocations>
    </OriginDestinationInformation>
    <ReturnDateTime>
      <DepartureDateTime WindowAfter="PT2H">2003-12-06T22:00:00</DepartureDateTime>
    </ReturnDateTime>
    <RailPrefs>
      <OperatorPref CompanyShortName="GNER" PreferLevel="Preferred"/>
      <OperatorPref CompanyShortName="Arriva" PreferLevel="Unacceptable"/>
    </RailPrefs>
  </RailAvailInfo>
</OTA_RailAvailRQ>
```

#### 11.1.1.2. Response: Schedule Information

The response is returned with the requested information.

#### OTA\_RailAvailRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailAvailRS TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
Version="1.002" ResponseType="Schedules" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailAvailRS.xsd">
  <Success/>
  <OriginDestinationOptions>
```

---

```

    <OriginDestinationOption>
      <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow Central</OriginLocation>
      <DestinationLocation LocationCode="MYB"
CodeContext="CRS">Marylebone</DestinationLocation>
      <Journeys>
        <Journey RouteCode="10000">
          <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow
Central</OriginLocation>
          <DestinationLocation LocationCode="BHM" CodeContext="CRS">Birmingham
Central</DestinationLocation>
          <JourneySegments>
            <JourneySegment>
              <TrainSegment DepartureDateTime="2003-12-06T10:15:00"
ArrivalDateTime="2003-12-06T14:15:00" StopQuantity="5" CrossBorder="false" SeatAssignable="true">
                <DepartureStation>
                  <Details LocationCode="GLC" CodeContext="CRS"
Staffed="true">Glasgow Central</Details>
                  <OperationSchedules>
                    <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
23T00:00:00">
                      <OperationTimes>
                        <OperationTime Mon="true" Tue="true" Weds="true"
Thur="true" Fri="true" Sat="true" Sun="true"/>
                      </OperationTimes>
                    </OperationSchedule>
                  </OperationSchedules>
                </DepartureStation>
                <ArrivalStation>
                  <Details LocationCode="BHM" CodeContext="CRS"
Staffed="true">Birmingham Central</Details>
                  <OperationSchedules>
                    <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
23T00:00:00">
                      <OperationTimes>
                        <OperationTime Mon="true" Tue="true" Weds="true"
Thur="true" Fri="true" Sat="true" Sun="true"/>
                      </OperationTimes>
                    </OperationSchedule>
                  </OperationSchedules>
                </ArrivalStation>
                <MarketingCompany CompanyShortName="GNER"/>
                <Equipment Code="EMU"/>
                <ClassCodes>
                  <ClassCode Code="2"/>
                </ClassCodes>
              </TrainSegment>
            </JourneySegment>
          </JourneySegments>
        </Journey>
      </Journeys>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</OTA_RailAvailRS>

```

---

## 11.2. OTA\_RailBookRQ/RS

The Book Request message requests a train reservation on a specific rail service provider for travel between two or more stations on specific dates for a specific number and type of passengers in specific classes of service. The optional request information can include:

- Train number
- Departure date and time
- Seat Type, including the direction the seat faces
- Traveler name(s)
- Rate type
- Form of payment
- Delivery address

The Book Response message validates whether or not the booking was successful, provides warning information regarding the booking and itinerary elements including a rail reservation number or “PNR”.

### 11.2.1. Use Case 1

#### 11.2.1.1. Request: Rail Reservation Booking

The traveler sends a request to book a reservation for a journey between Washington DC and Miami Florida 17 December 2003 on Train 91. A standard Y class has been selected for single traveler. The traveler is paying by an American Express credit card and appropriate personal information is given to complete the booking.

#### OTA\_RailBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_RailBookRQ.xsd"
  EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.002"
  SequenceNbr="1" PrimaryLangID="en-us" AltLangID="en-us">
  <POS>
    <Source>
      <RequestorID Type="22" ID="JQIR2004"/>
    </Source>
  </POS>
  <RailBookInfo>
    <OriginDestinationOptions>
      <OriginDestinationOption>
        <TrainSegments>
          <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91">
            <DepartureStation LocationCode="WAS" CodeContext="Amtrak"/>
            <ArrivalStation LocationCode="MIA" CodeContext="IATA"/>
            <ClassCode Code="Y" Quantity="1"/>
          </TrainSegment>
        </TrainSegments>
      </OriginDestinationOption>
    </OriginDestinationOptions>
  </RailBookInfo>
</OTA_RailBookRQ>
```



---

```

        </TrainSegments>
      </OriginDestinationOption>
    </OriginDestinationOptions>
    <TravelerNames>
      <TravelerName>
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Thomas</GivenName>
        <Surname>Krotchko</Surname>
      </TravelerName>
    </TravelerNames>
    <RateQualifier PromotionCode="123456"/>
    <Fulfillment>
      <DeliveryAddress>
        <AddressLine>508 Brighton</AddressLine>
        <CityName>Brookville</CityName>
        <PostalCode>22222</PostalCode>
        <StateProv StateCode="MD"/>
        <CountryName Code="US"/>
      </DeliveryAddress>
    </Fulfillment>
    <PaymentForm>
      <PaymentCard CardType="AMX" CardNumber="970000000000002" ExpireDate="0400">
        <CardHolderName>Thomas Krotchko</CardHolderName>
        <CardIssuerName BankID="American Express"/>
        <Address>
          <AddressLine>508 Brighton</AddressLine>
          <CityName>Brookville</CityName>
          <PostalCode>20833</PostalCode>
          <County>US</County>
          <StateProv StateCode="MD"/>
        </Address>
      </PaymentCard>
    </PaymentForm>
  </RailBookInfo>
</OTA_RailBookRQ>

```

#### 11.2.1.2. Response: Booking Confirmed

The response to the request is an indication of success, essentially echoing the RQ information for train and passenger information. Pricing information in this case indicates there is no tax for rail tickets.

Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the CodeContext.

#### OTA\_RailBookRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailBookRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
Version="1.002" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailBookRS.xsd">
  <Success/>
  <RailReservation>
    <BookingID Type="PNR" ID="134DA1"/>
    <Itinerary>
      <OriginandDestinations>
        <OriginandDestination>
          <OriginLocation LocationCode="WAS" CodeContext="AMTRAK"/>

```

---

```

        <DestinationLocation LocationCode="MIA" CodeContext="IATA"/>
        <TrainSegments>
          <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
ArrivalDateTime="2003-12-18T05:00:47-05:00" TrainNumber="91" StopQuantity="9"
JourneyDuration="P1Y2M3DT10H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="active"
TicketStatus="ticketed">
            <DepartureStation>
              <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
TicketPrinter="1" SST_Machine="1" USTimeZone="E"/>
              <Address>
                <AddressLine>60 Mass. Ave.</AddressLine>
                <CityName>Washington</CityName>
                <PostalCode>20002</PostalCode>
                <County>US</County>
                <StateProv StateCode="DC">Washington, DC</StateProv>
                <CountryName Code="US"/>
              </Address>
              <Telephone CountryAccessCode="001" AreaCityCode="800"
PhoneNumber="USA-RAIL"/>
            </DepartureStation>
            <ArrivalStation>
              <Details LocationCode="MIA" CodeContext="IATA" Staffed="1"
TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
            </ArrivalStation>
            <MarketingCompany CompanyShortName="Amtrak"/>
            <OperatingCompany CompanyShortName="Amtrak"/>
            <ClassCode ClassCode="Y" Quantity="1"/>
            <Comment Language="en-us">Questions Call 1-800-USA-RAIL</Comment>
          </TrainSegment>
        </TrainSegments>
      </OriginandDestination>
    </OriginandDestinations>
    <RailCharges CurrencyCode="DOL" DecimalPlaces="2">
      <Total AmountBeforeTax="345.22" AmountAfterTax="345.22" CurrencyCode="DOL"
DecimalPlaces="2">
        <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
          <Tax Type="Inclusive" Percent="0.01" Amount="0" CurrencyCode="DOL">
            <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-
05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-us">
              <Text Formatted="1" Language="en-us">No tax on rail or
accomodation</Text>
            </TaxDescription>
          </Tax>
        </Taxes>
      </Total>
    <Charges>
      <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
CurrencyCode="DOL">
        <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
          <Tax Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
CurrencyCode="DOL">
            <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-
17T09:30:47-05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" Language="en-us">
              <Text Formatted="1" Language="en-us"/>
            </TaxDescription>
          </Tax>
        </Taxes>
      <Description ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-05:00"
CreatorID="STR" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-
us">
        <Text Formatted="1" Language="en-us">No refunds after train departure</Text>
      </Description>
    </Charge>
  </Charges>
</RailCharges>
</Itinerary>

```

---

```

    <TravelerNames>
      <TravelerName>
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Thomas</GivenName>
        <Surname>Krotchko</Surname>
      </TravelerName>
    </TravelerNames>
    <PaymentRules>
      <PaymentRule RuleType="0" Amount="345.22" CurrencyCode="DOL" Percent="0.01"
DateTime="2003-12-17T09:30:47-05:00" PaymentType="0">No refunds after train departure</PaymentRule>
    </PaymentRules>
    <Fulfillment>
      <DeliveryAddress>
        <AddressLine>508 Brighton</AddressLine>
        <CityName>Brookville</CityName>
        <PostalCode>22222</PostalCode>
        <County>US</County>
        <StateProv StateCode="MD"/>
        <CountryName Code="US"/>
      </DeliveryAddress>
      <Name>
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Thomas</GivenName>
        <Surname>Krotchko</Surname>
      </Name>
    </Fulfillment>
  </RailReservation>
</OTA_RailBookRS>

```

### 11.3. OTA\_RailRetrieveRQ/RS

The Rail Retrieve response message is the response to OTA's generic Read Request for a previously booked itinerary. The response provides the booking, informs the requestor if the booking was successfully retrieved, and provides warning messages.

#### 11.3.1. Use Case 1

##### 11.3.1.1. Request: Booking Information

This instance document describes a request to retrieve a booking (PNR) with the code 123CA2.

#### OTA\_RailRetrieveRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd"
TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.002" SequenceNbr="1"
PrimaryLangID="en-us" AltLangID="en-us">
  <POS>
    <Source>
      <RequestorID Type="22" ID="JQIR2004"/>
    </Source>
  </POS>
  <UniqueID Type="0" Instance="1" ID="123CA2"/>
</OTA_ReadRQ>

```

### 11.3.1.2. Event: Response

The response to the request is an indication of success, echoing the RS information originally provided in the RailBookingRQ. Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the CodeContext.

#### OTA\_RailRetrieve RS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailRetrieveRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
Version="1.002" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailRetrieveRS.xsd">
  <Success/>
  <RailReservation LastHoldDate="2003-12-20">
    <BookingID Type="0" ID="123CA2">
      <CompanyName CompanyShortName="Amtrak"/>
    </BookingID>
    <Itinerary>
      <OriginandDestinations>
        <OriginandDestination>
          <OriginLocation LocationCode="WAS" CodeContext="AMTRAK">Washington,
DC</OriginLocation>
          <DestinationLocation LocationCode="MIA" CodeContext="IATA">Miami,
Florida</DestinationLocation>
          <TrainSegments>
            <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
ArrivalDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91" StopQuantity="9"
JourneyDuration="P1Y2M3DT17H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="Active"
TicketStatus="Ticketed">
              <DepartureStation>
                <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
TicketPrinter="1" SST_Machine="1" USTimeZone="E">Washington, DC</Details>
                <Address>
                  <AddressLine>60 Mass Ave</AddressLine>
                  <CityName>Washington</CityName>
                  <PostalCode>20002</PostalCode>
                  <County>US</County>
                  <StateProv StateCode="DC"/>
                  <CountryName Code="US"/>
                </Address>
                <Telephone CountryAccessCode="001" AreaCityCode="800"
PhoneNumber="USA-RAIL"/>
              </DepartureStation>
              <ArrivalStation>
                <Details LocationCode="MIA" CodeContext="IATA" Staffed="1"
TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
              </ArrivalStation>
              <MarketingCompany CompanyShortName="Amtrak"/>
              <OperatingCompany CompanyShortName="Amtrak"/>
              <ClassCode ClassCode="Y" Quantity="1"/>
              <Comment Language="en-us">Call 1-800-USA-RAIL for more
information</Comment>
            </TrainSegment>
          </TrainSegments>
        </OriginandDestination>
      </OriginandDestinations>
      <RailCharges CurrencyCode="DOL" DecimalPlaces="2">
```

---

```
<Total AmountBeforeTax="352.22" AmountAfterTax="352.22" CurrencyCode="DOL "
DecimalPlaces="2"/>
<Charges>
  <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"/>
</Charges>
</RailCharges>
</Itinerary>
<TravelerNames>
  <TravelerName>
    <NamePrefix>Mr.</NamePrefix>
    <GivenName>Thomas</GivenName>
    <Surname>Krotchko</Surname>
  </TravelerName>
</TravelerNames>
<Fulfillment>
  <DeliveryAddress>
    <AddressLine>508 Brighton</AddressLine>
    <CityName>Brookville</CityName>
    <PostalCode>22222</PostalCode>
    <County>USA</County>
    <StateProv StateCode="MD"/>
    <CountryName Code="US"/>
  </DeliveryAddress>
  <Name>
    <NamePrefix>Mr.</NamePrefix>
    <GivenName>Thomas</GivenName>
    <Surname>Krotchko</Surname>
  </Name>
</Fulfillment>
</RailReservation>
</OTA_RailRetrieveRS>
```

---

## Section 12 —Loyalty Messages

Many companies in the travel industry offer loyalty programs. In the past, many companies managed their own loyalty programs, but now there are specialized companies whose sole business is to manage loyalty programs. This standard message set allows the travel industry to communicate with the loyalty industry. All currently defined verticals in the OTA can use this message set.

Within the loyalty services industry, certificates are frequently granted to consumers for use in purchasing products and/or services from participating businesses. These certificates can be given a variety of loyalty point values and can be issued in a variety of formats (e.g., electronic certificates, paper certificates).

### 12.1. OTA\_LoyaltyAccountCreateRQ; OTA\_LoyaltyAccountRS

The “LoyaltyAccountCreate” message set allows businesses to send enrolment information to their loyalty service provider to create a new account for one of their customers. This message pair is based on the profile structure (OTA\_Profile.xsd) with extensions for information that pertains only to loyalty account creation. In the response message the newly created account information (e.g., membership ID) is returned.

#### 12.1.1. Use Case 1

##### 12.1.1.1. Request: Loyalty Program Enrollment

John T. Smith is checking in for a night’s stay at Hotel Z. While at the front desk, the customer requests that they be enrolled in the Hotel’s loyalty program. The desk clerk collects the required information for John and his wife, Cathy, and sends request to the loyalty service provider.

#### OTA\_LoyaltyAccountCreateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountCreateRQ TimeStamp="2003-12-17T09:30:47-05:00" Version="1.002"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountCreateRQ.xsd">
  <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
      </PersonName>
      <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
      <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
      <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine>
        <AddressLine>Suite 22</AddressLine>
        <CityName>Akron</CityName>
      </Address>
    </MemberInfo>
  </AccountInfo>
</OTA_LoyaltyAccountCreateRQ>
```

---

```

        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
    </Address>
    <Email EmailType="1">jsmith99@myserver.com</Email>
    <Email EmailType="2">jsmith@company.com</Email>
    <CompanyName>MyCompany</CompanyName>
    <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
</MemberInfo>
<MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
    <AdditionalReward MemberID="1234567">
        <Name>
            <GivenName>Cathy</GivenName>
            <Surname>Stevens-Smith</Surname>
        </Name>
    </AdditionalReward>
    <Offer Type="Partner">
        <Communication DistribType="0"/>
    </Offer>
    <Offer Type="Loyalty">
        <Communication DistribType="1"/>
    </Offer>
</MemberPreferences>
</AccountInfo>
<Location LocationCode="524763"/>
</OTA_LoyaltyAccountCreateRQ>

```

#### 12.1.1.2. Response: Loyalty Program Enrollment Confirmation

In the response, the new member number is returned to the clerk. The new member number can then be conveyed to the customer, and at check-out the current night's stay can be credited to the customer's loyalty account for point accumulation.

#### OTA\_LoyaltyAccountRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountRS Version="1.002" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountRS.xsd">
    <Success/>
    <UniqueID Type="1" ID="7653874T"/>
    <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
        <MemberInfo>
            <PersonName>
                <GivenName>John</GivenName>
                <MiddleName>T</MiddleName>
                <Surname>Smith</Surname>
            </PersonName>
            <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
            <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
            <Address Type="2">
                <AddressLine>1234 Main Street</AddressLine>
                <AddressLine>Suite 22</AddressLine>
                <CityName>Akron</CityName>
                <PostalCode>23255</PostalCode>
                <StateProv StateCode="VA"/>
                <CountryName Code="US"/>
            </Address>
            <Email EmailType="1">jsmith99@myserver.com</Email>
            <Email EmailType="2">jsmith@company.com</Email>

```

---

```

    <CompanyName>MyCompany</CompanyName>
    <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
  </MemberInfo>
  <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
    <AdditionalReward MemberID="1234567">
      <Name>
        <GivenName>Cathy</GivenName>
        <Surname>Stevens-Smith</Surname>
      </Name>
    </AdditionalReward>
    <Offer Type="Partner">
      <Communication DistribType="0"/>
    </Offer>
    <Offer Type="Loyalty">
      <Communication DistribType="1"/>
    </Offer>
  </MemberPreferences>
</AccountInfo>
</OTA_LoyaltyAccountRS>

```

## 12.2. OTA\_LoyaltyCertificateCreateRQ/RS and OTA\_LoyaltyCertificateCreateNotifRQ/RS

The “LoyaltyCertificateCreate” and “LoyaltyCertificateCreateNotif” message sets allow businesses to communicate with their loyalty service provider to generate redemption certificates for their customers. Whereas the “Create” message pair is for on-line information exchange, the “CreateNotif” message pair is for a batch “push” transmission.

### 12.2.1. Use Case 1

#### 12.2.1.1. Request: Loyalty Program Certificate Creation

John T Smith is checking in for a single night’s stay at Hotel Z. While at the front desk, the customer indicates that they would like to use points accumulated through the Hotel’s loyalty program to pay for the current night stay. Having verified that the customer has the required number of points for a free night stay (see LoyaltyAccount message set), the desk clerk can use the property management system to send a message to their loyalty service provider to generate a redemption certificate for the appropriate number of loyalty points.

#### OTA\_LoyaltyCertificateCreateRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRQ Version="1.002" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_LoyaltyCertificateCreateRQ.xsd">
  <Customer>
    <GivenName>John</GivenName>
    <MiddleName>T</MiddleName>
    <Surname>Smith</Surname>
  </Customer>
  <TravelInfos>
    <TravelInfo>
      <HotelStayInfo BrandCode="RA" HotelCityCode="RIC" HotelCodeContext="2">
        <RoomStayInfo Duration="P0Y0M3DT00H00M">

```



```

        <RoomType NumberOfUnits="1"/>
      </RoomStayInfo>
    </HotelStayInfo>
  </TravellInfo>
  <LoyaltyCertificateDetail MemberNumber="T176309763"/>
</TravellInfos>
</OTA_LoyaltyCertificateCreateRQ>

```

#### 12.2.1.2. Event: Response

After deducting the requested number of points from the customers account and generating an electronic certificate, the loyalty service provider will respond with a message to verify the creation of the certificate and enabling the hotel to store a reference to the certificate within their database.

#### OTA\_LoyaltyCertificateCreateRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_LoyaltyCertificateCreateRS.xsd">
  <Success/>
  <LoyaltyCertificateDetail CertificateNumber="47458S"/>
</OTA_LoyaltyCertificateCreateRS>

```

### 12.3. OTA\_LoyaltyCertificateRedemptionRQ/RS

The “LoyaltyCertificateRedemption” message set allows businesses to notify their loyalty service provider, or loyalty service providers to notify businesses, that a customer has redeemed an existing redemption certificate.

#### 12.3.1. Use Case 1

##### 12.3.1.1. Request: Loyalty Program Certificate Redemption

Customer A is checking in for a single night’s stay at Hotel Z. While at the front desk, the customer indicates that they would like to use points accumulated through the Hotel’s loyalty program to pay for the current night stay. The desk clerk can use the property management system to send a message to their loyalty service provider to indicate that an existing certificate has been redeemed.

#### OTA\_LoyaltyCertificateRedemptionRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateRedemptionRQ Version="1.002" TimeStamp="2003-10-13T09:30:47-05:00"
  xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_LoyaltyCertificateRedemptionRQ.xsd">
  <RedemptionInfo>
    <RedemptionDetail CertificateNumber="47458S" MemberNumber="T176309763"/>
  <TravellInfos>
    <TravellInfo>
      <HotelStayInfo BrandCode="RA" HotelCode="524763">
        <ReservationID Type="1" ID="78694673"/>
        <RoomStayInfo Start="2003-10-13T00:00:00-05:00" Duration="P1D">

```

---

```

        <RoomType NumberOfUnits="2"/>
      </RoomStayInfo>
    </HotelStayInfo>
  </TravellInfo>
</TravellInfos>
</RedemptionInfo>
</OTA_LoyaltyCertificateRedemptionRQ>

```

### 12.3.1.2. Event: Response

After marking the certificate as redeemed within their internal accounting system, the loyalty service provider will respond with a message to verify that the certificate has been redeemed.

#### OTA\_LoyaltyCertificateRedemptionRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateRedemptionRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_LoyaltyCertificateRedemptionRS.xsd">
  <Success/>
</OTA_LoyaltyCertificateRedemptionRS>

```

## 12.4. OTA\_ReadRQ; OTA\_LoyaltyAccountRS

This message set allows businesses to request from their loyalty service provider account information for customers enrolled in their loyalty program. The generic OTA\_ReadRQ message is used to request the loyalty account information. In response, the loyalty service provider returns a message containing the customers account information. The response is based on the OTA\_Profile.xsd with extensions for the information that pertains specifically to the loyalty account.

### 12.4.1. Use Case 1

#### 12.4.1.1. Request: Loyalty Account Information

Customer A is checking in for a night stay at Hotel Z. While at the front desk, the customer has questions regarding their loyalty account information. The desk clerk sends a message to the loyalty service provider to request information about the status of the customer's loyalty account.

#### OTA\_ReadRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ Version="1.002" xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ReadRQ.xsd">
  <UniqueID Type="1" ID="T176309763"/>
</OTA_ReadRQ>

```

---

#### 12.4.1.2. Response: Loyalty Account Information

The service provider responds with the customer's account information.

##### OTA\_LoyaltyAccountRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountRS Version="1.002" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountRS.xsd">
  <Success/>
  <UniqueID Type="1" ID="7653874T"/>
  <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
      </PersonName>
      <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
      <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
      <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine>
        <AddressLine>Suite 22</AddressLine>
        <CityName>Akron</CityName>
        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
      </Address>
      <Email EmailType="1">jsmith99@myserver.com</Email>
      <Email EmailType="2">jsmith@company.com</Email>
      <CompanyName>MyCompany</CompanyName>
      <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
    </MemberInfo>
    <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
      <AdditionalReward MemberID="1234567">
        <Name>
          <GivenName>Cathy</GivenName>
          <Surname>Stevens-Smith</Surname>
        </Name>
      </AdditionalReward>
      <Offer Type="Partner">
        <Communication DistribType="0"/>
      </Offer>
      <Offer Type="Loyalty">
        <Communication DistribType="1"/>
      </Offer>
    </MemberPreferences>
  </AccountInfo>
</OTA_LoyaltyAccountRS>
```

---

## Section 13 —Profile

The Profile messages define the detailed business content of a customer profile from a travel industry perspective. This specification provides a set of common messages for transmitting customer profile data that customers provide to travel services to create these profiles, and for the exchange of profile information between travel services within the industry.

A profile includes basic information about a customer or a company for identification as well as financial transactions, memberships and contacts. The profile also defines collections of preferences for specific types of travel including key travel support services such as travel agencies and insurance. Profiles contain information about organizational affiliations, and identify certifications and alliances held by companies in their business relationships. No supplier pricing information is included, nor is data on the travel policies or requirements of an organization addressed in this specification.

### 13.1. OTA\_ProfileCreateRQ/RS

Create messages define an operation that generates a new record with a unique identifier. The sequence follows these steps.

- Requestor sends a Create request along with the initial data, and optionally a unique identifier.
- Responder creates a new record and assigns a unique identifier (e.g., a Profiler ID or Reservation ID)
- Responder responds with a message providing a unique identifier for the new record created.

#### 13.1.1. Use Case 1

##### 13.1.1.1. Request: Create Profile

Ms. Delilah Beaudry works for ABC Corporation and travels often for business. The travel division of ABC Corporation uses a Worldspan product to do their business travel booking. They want to set up a profile for Ms. Beaudry so that there will be information such as address, phone number, credit card and personal preferences in the Worldspan data base so that they will not have to input this information for each booking.

The ABC Corporation sends a message to create a customer profile. This message includes name, birthdate, gender, phone numbers, address, loyalty program membership numbers, and credit card number and expiration date. Because Ms. Beaudry doesn't want this information shared with anyone else, the indicators for 'sharing' info are set to No.

## OTA\_ProfileCreateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ProfileCreateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ProfileCreateRQ.xsd" EchoToken="452987" TimeStamp="2003-03-17T09:30:47-05:00"
  Target="Production" Version="1.002" SequenceNbr="1">
  <UniqueID Type="21" ID="4389-34587">
    <CompanyName CompanyShortName="ABC Corporation"/>
  </UniqueID>
  <Profile ShareAllSynchInd="No" ShareAllMarketInd="No" ProfileType="1" CreateDateTime="2003-03-17T09:30:47-05:00"
    CreatorID="73482" LastModifyDateTime="2003-03-17T09:30:47-05:00">
    <Accesses ShareSynchInd="No" ShareMarketInd="No" CreateDateTime="2003-03-17T09:30:47-05:00">
      <Access ActionType="Create" ActionDateTime="2003-03-17T09:30:47-05:00" ID="3452849"/>
    </Accesses>
    <Customer Gender="Female" Deceased="false" BirthDate="1949-06-03" CurrencyCode="USD"
      DecimalPlaces="2">
      <PersonName ShareSynchInd="Inherit" ShareMarketInd="Inherit" NameType="0">
        <NamePrefix>Ms</NamePrefix>
        <GivenName>Delilah</GivenName>
        <MiddleName>Ann</MiddleName>
        <Surname>Beaudry</Surname>
      </PersonName>
      <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="1"
        CountryAccessCode="001" AreaCityCode="770" PhoneNumber="563-2891" PhoneUseType="3"/>
      <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="5"
        CountryAccessCode="001" AreaCityCode="404" PhoneNumber="933-0045" PhoneUseType="4"/>
      <Email>delilah@hotmail.com</Email>
      <Address FormattedInd="false" ShareSynchInd="Inherit" ShareMarketInd="Inherit" UseType="2">
        <StreetNbr>2980 Elm Street</StreetNbr>
        <CityName>Atlanta</CityName>
        <PostalCode>30067</PostalCode>
        <County>Cobb</County>
        <StateProv>GA</StateProv>
        <CountryName Code="US"/>
      </Address>
      <CitizenCountryName DefaultInd="true" Code="US"/>
      <PaymentForm ShareSynchInd="Inherit" ShareMarketInd="Inherit">
        <PaymentCard ShareSynchInd="Inherit" ShareMarketInd="Inherit" CardType="1"
          CardCode="AX" CardNumber="832593235600" ExpireDate="0405">
          <CardHolderName>Delilah A. Beaudry</CardHolderName>
        </PaymentCard>
      </PaymentForm>
      <Document ShareSynchInd="Inherit" ShareMarketInd="Inherit" DocIssueAuthority="US"
        DocIssueLocation="Miami, FL" DocID="34985769574" DocType="2" EffectiveDate="1995-02-05"
        ExpireDate="2005-02-05">
        <DocHolderName>Delilah A. Beaudry</DocHolderName>
      </Document>
      <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="DL"
        MembershipID="589038475" TravelSector="1" LoyaltyLevel="Gold" SingleVendorInd="Alliance"
        SignupDate="1985-04-23" EffectiveDate="1985-04-23"/>
      <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="Avis"
        MembershipID="458574943" TravelSector="2" SingleVendorInd="SingleVndr" SignupDate="1998-11-05"
        EffectiveDate="1998-11-05"/>
      <EmployeeInfo>String</EmployeeInfo>
      <EmployeeInfo>String</EmployeeInfo>
    </Customer>
    <PrefCollections ShareSynchInd="Inherit" ShareMarketInd="Inherit">
      <PrefCollection ShareSynchInd="Inherit" ShareMarketInd="Inherit" TravelPurpose="1">
        <CommonPref ShareSynchInd="Inherit" ShareMarketInd="Inherit" SmokingAllowed="false"
          PrimaryLangID="en-us" AltLangID="en-us">
          <PaymentFormPref PreferLevel="Preferred">Credit card</PaymentFormPref>
        </CommonPref>
      </PrefCollection>
    </PrefCollections>
  </Profile>
</OTA_ProfileCreateRQ>
```

---

```
    </PrefCollection>
  </PrefCollections>
</Profile>
</OTA_ProfileCreateRQ>
```

#### 13.1.1.2. Response: Profile Created

On successful creation of the profile, Worldspan responds with a unique id for Ms. Beaudry's profile.

##### OTA\_ProfileCreateRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ProfileCreateRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
    OTA_ProfileCreateRS.xsd" EchoToken="45297" TimeStamp="2003-03-17T09:30:47-05:00"
  Target="Production" Version="1.001" SequenceNmbr="1">
  <Success/>
  <UniqueID Type="21" ID="542084">
    <CompanyName CompanyShortName="1P"/>
  </UniqueID>
</OTA_ProfileCreateRS>
```

## Section 14 —Appendix

### 14.1. Specification Versioning Table

The first issue of the XML Schema is indicated by either an 'N' for new or the actual version number in the release column.

	2001			2002		2003		2004	
XSD Name	A	B	C	A	B	A	B	A	B
OTA_AirAvailRQ				N			2.000	2.001	
OTA_AirAvailRS				N			1.001	1.002	
OTA_AirBookRQ		N					2.000	2.001	
OTA_AirBookRS		N					2.000	2.001	
OTA_AirCommonTypes				N			2.000	2.001	
OTA_AirDetailsRQ				N			1.001	1.002	
OTA_AirDetailsRS				N			1.001	1.002	
OTA_AirFlifoRQ					N		1.001	1.002	
OTA_AirFlifoRS					N		1.001	1.002	
OTA_AirLowFareSearchRQ				N			2.000	2.001	
OTA_AirLowFareSearchRS				N			2.000	2.001	
OTA_AirPreferences				N			1.001	1.002	
OTA_AirPriceRQ				N			2.000	2.001	
OTA_AirPriceRS				N			2.000	2.001	
OTA_AirRulesRQ				N			2.000	2.001	
OTA_AirRulesRS				N			2.000	2.001	
OTA_AirScheduleRQ					N		1.001	1.002	
OTA_AirScheduleRS					N		1.001	1.002	
OTA_AirSeatMapRQ					N		1.000	1.001	
OTA_AirSeatMapRS					N		1.000	1.001	
OTA_CancelRQ					N		1.001	1.002	
OTA_CancelRS					N		1.001	1.001	
OTA_CommonPrefs				N			1.001	1.002	
OTA_CommonTypes				N			1.001	1.002	
OTA_DeleteRQ	N						1.001	1.002	
OTA_DeleteRS	N						1.001	1.001	
OTA_ErrorRS					N		1.001	1.001	
OTA_GolfCommonTypes				N			1.001	1.002	
OTA_GolfCourseAvailRQ			N				1.001	1.001	
OTA_GolfCourseAvailRS			N				1.001	1.001	
OTA_GolfCourseResRQ			N				1.001	1.002	
OTA_GolfCourseResRS			N				1.001	1.002	
OTA_GolfCourseSearchRQ			N				1.001	1.001	
OTA_GolfCourseSearchRS			N				1.001	1.002	
OTA_HotelAvailNotifRQ		N					1.001	1.002	
OTA_HotelAvailNotifRS		N					1.001	1.001	

	2001			2002		2003		2004	
XSD Name	A	B	C	A	B	A	B	A	B
OTA_HotelAvailRQ		N					1.001	1.002	
OTA_HotelAvailRS		N					1.001	1.002	
OTA_HotelBookingRuleNotifRQ		N					1.001	1.002	
OTA_HotelBookingRuleNotifRS		N					1.001	1.001	
OTA_HotelCommNotifRQ		N					1.001	1.002	
OTA_HotelCommNotifRS		N					1.001	1.001	
OTA_HotelCommonTypes				N			1.001	2.000	
OTA_HotelContentDescription					N		1.001	2.000	
OTA_HotelDescriptiveContentNotifRQ		N					1.001	2.000	
OTA_HotelDescriptiveContentNotifRS		N					1.001	1.001	
OTA_HotelDescriptiveInfoRQ					N		1.001	1.002	
OTA_HotelDescriptiveInfoRS					N		1.001	2.000	
OTA_HotelGetMsgRQ		N					1.001	1.002	
OTA_HotelGetMsgRS		N					1.001	1.002	
OTA_HotelInvAdjustRQ		N					1.001	1.001	
OTA_HotelInvAdjustRS		N					1.001	1.001	
OTA_HotelInvBlockNotifRQ		N					1.001	2.000	
OTA_HotelInvBlockNotifRS		N					1.001	2.000	
OTA_HotelInvCountNotifRQ		N					1.001	1.002	
OTA_HotelInvCountNotifRS		N					1.001	1.001	
OTA_HotelInvNotifRQ		N					1.001	2.000	
OTA_HotelInvNotifRS		N					1.001	1.001	
OTA_HotelInvSyncRQ		N					1.001	1.001	
OTA_HotelInvSyncRS		N					1.001	1.001	
OTA_HotelPreferences		N					1.001	1.002	
OTA_HotelRateAmountNotifRQ		N					1.001	1.002	
OTA_HotelRateAmountNotifRS		N					1.001	1.001	
OTA_HotelRatePlanNotifRQ		N					1.001	2.000	
OTA_HotelRatePlanNotifRS		N					1.001	1.001	
OTA_HotelReservation				N			1.001	1.002	
OTA_HotelResModifyRQ						1.0	1.001	1.002	
OTA_HotelResModifyRS						1.0	1.001	1.002	
OTA_HotelResModifyNotifRQ							1.000	1.001	
OTA_HotelResModifyNotifRS							1.000	1.001	
OTA_HotelResNotifRQ		N					1.001	1.002	
OTA_HotelResNotifRS		N					1.001	1.002	
OTA_HotelResRQ		N					1.001	1.002	
OTA_HotelResRS		N					1.001	1.002	
OTA_HotelRFP							1.000	1.001	
OTA_HotelRFP_RQ*						1.0	1.001		
OTA_HotelRFP_RS*						1.0	2.000		
OTA_HotelRFP_MeetingRQ*								1.000	
OTA_HotelRFP_MeetingRS*								1.000	
OTA_HotelRFP_MeetingNotifRQ*								1.000	
OTA_HotelRFP_MeetingNotifRS*								1.000	



	2001			2002		2003		2004	
XSD Name	A	B	C	A	B	A	B	A	B
OTA_HotelRFP_NotifRQ*							1.000		
OTA_HotelRFP_NotifRS*							1.000		
OTA_HotelRoomListRQ					N		1.001	1.002	
OTA_HotelRoomListRS					N		1.001	1.002	
OTA_HotelSearchRQ		N					1.001	1.002	
OTA_HotelSearchRS		N					1.001	1.002	
OTA_HotelStatsNotifRQ		N					1.001	1.001	
OTA_HotelStatsNotifRS		N					1.001	1.001	
OTA_HotelStatsRQ		N					1.001	1.002	
OTA_HotelStatsRS		N					1.001	1.001	
OTA_HotelStayInfoNotifRQ		N					1.001	1.002	
OTA_HotelStayInfoNotifRS		N					1.001	1.001	
OTA_HotelSummaryNotifRQ		N					1.001	1.001	
OTA_HotelSummaryNotifRS		N					1.001	1.001	
OTA_InsuranceBookRQ		N					1.001	1.002	
OTA_InsuranceBookRS		N					1.001	1.002	
OTA_InsuranceCommonTypes				N			1.001	1.002	
OTA_InsurancePlanSearchRQ						1.0	1.001	1.002	
OTA_InsurancePlanSearchRS						1.0	1.001	1.001	
OTA_InsuranceQuoteRQ		N					1.001	1.002	
OTA_InsuranceQuoteRS		N					1.001	1.002	
OTA_LoyaltyAccountCreateRQ					N		1.001	1.002	
OTA_LoyaltyAccountRS					N		1.001	1.002	
OTA_LoyaltyCertificateCreateNotifRQ					N		1.001	1.002	
OTA_LoyaltyCertificateCreateNotifRS					N		1.001	1.001	
OTA_LoyaltyCertificateCreateRQ					N		1.001	1.002	
OTA_LoyaltyCertificateCreateRS					N		1.001	1.001	
OTA_LoyaltyCertificateRedemptionRQ					N		1.001	1.002	
OTA_LoyaltyCertificateRedemptionRS					N		1.001	1.001	
OTA_LoyaltyCommonTypes					N		1.001	1.002	
OTA_MeetingProfile		N					1.001	1.002	
OTA_PingRQ				N			1.001	1.001	
OTA_PingRS				N			1.001	1.001	
OTA_PkgAvailRQ			N				2.000	2.001	
OTA_PkgAvailRS			N				2.000	2.001	
OTA_PkgBookRQ			N				2.000	2.001	
OTA_PkgBookRS			N				2.000	2.001	
OTA_PkgCommonTypes				N			2.000	2.001	
OTA_PkgReservation				N			2.000	2.001	
OTA_Profile				N			1.001	1.002	
OTA_ProfileCreateRQ				N			1.001	1.002	
OTA_ProfileCreateRS				N			1.001	1.001	
OTA_ProfileReadRS						1.0	1.001	1.002	
OTA_RailAvailRQ					N		1.001	1.002	
OTA_RailAvailRS					N		1.001	1.002	

	2001			2002		2003		2004	
XSD Name	A	B	C	A	B	A	B	A	B
OTA_RailBookRQ					N		1.001	1.002	
OTA_RailBookRS					N		1.001	1.002	
OTA_RailCommonTypes					N		1.001	1.002	
OTA_RailRetrieveRS					N		1.001	1.002	
OTA_ReadRQ	N						1.001	1.002	
OTA_ResRetrieveRS							1.000	2.000	
OTA_SimpleTypes				N			1.001	1.002	
OTA_TravellItineraryReadRQ					N		1.001	1.002	
OTA_TravellItineraryRS					N		2.000	2.001	
OTA_UpdateRQ	N						1.001	1.002	
OTA_UpdateRS	N						1.001	1.001	
OTA_VehAvailRateRQ		N					1.001	1.002	
OTA_VehAvailRateRS		N					2.000	2.001	
OTA_VehCancelRQ				N			1.001	1.002	
OTA_VehCancelRS				N			2.000	2.001	
OTA_VehicleCommonTypes				N			2.000	2.001	
OTA_VehLocDetailRQ					N		1.001	1.002	
OTA_VehLocDetailRS					N		2.000	2.001	
OTA_VehLocSearchRQ					N		1.001	1.002	
OTA_VehLocSearchRS					N		2.000	2.001	
OTA_VehModifyRQ				N			1.001	1.002	
OTA_VehModifyRS				N			2.000	2.001	
OTA_VehResRQ		N					1.001	1.002	
OTA_VehResRS		N					2.000	2.001	
OTA_VehRetResRQ				N			1.001	1.002	
OTA_VehRetResRS				N			1.001	1.002	

\* The HotelRFP messages have been given new names in 2004A. They are now more specifically HotelRFPMeeting messages.

The following table lists XML Schemas that were created in the early versions of the specification and were later either deprecated and/or replaced in one of the common type OTA XML Schemas or by a new message.

	2001			2002
XSD Name	A	B	C	A
Address			N	Deprecated – now included in OTA_CommonTypes as AddressInfoType
AirItinerary		N		Deprecated – now included in OTA_AirCommonTypes as AirItineraryType
AirTraveler		N		Deprecated – now included in OTA_AirCommonTypes as AirTravelerType
ArrivalDaysOfWeek		N		Deprecated – now included in OTA_SimpleTypes as DayOfWeekType

	2001			2002
XSD Name	A	B	C	A
CancelPenalties		N		Deprecated - now included in OTA_HotelCommonTypes as CancelPenaltiesType
CommonAirSchema		N		Deprecated - now included in OTA_AirCommonTypes and OTA_CommonTypes
CompanyName		N		Deprecated - now included in OTA_CommonTypes as CompanyNameType
Control	N	Deprecated		
DateTimeSpan		N		Deprecated – now included in OTA_CommonTypes as DateTimeSpanType
DestinationSystemCodes		N		Deprecated – now included in OTA_HotelCommonTypes as DestinationSystemCodesType
DOWPattern		N		Deprecated – now included in OTA_CommonTypes as DOW_PatternType
Email			N	Deprecated – now included in OTA_CommonTypes as EmailType.
GolfCourseRes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseResType
GolfCourseTeeTimes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseTeeTimeType
HotelReference		N		Deprecated – now included in OTA_CommonTypes as HotelReferenceGroup
InvBlockCode		N		Deprecated – now included in OTA_HotelCommonTypes as InvBlockCodeType
Memberships			N	Deprecated – now included in OTA_GolfCommonTypes as MembershipsType
OTA_CreateProfileRQ	N			Deprecated – message name changed to OTA_ProfileCreateRQ
OTA_CreateProfileRS	N			Deprecated – message name changed to OTA_ProfileCreateRS
OTA_ReadProfileRS	N			Deprecated – message name changed to OTA_ProfileReadRS
OTA_nvent	N	Deprecated –included in OTA_v2ent.xsd		
OTA_payloadRQ	N	Deprecated		
OTA_payloadRS	N	Deprecated		
OTA_pos		N		Deprecated – now included in OTA_CommonTypes as POS_Type
OTA_stderr	N	Deprecated – included in OTA_v2ent.xsd		
OTA_v2ent	N			Deprecated – replaced by OTA_ErrorRS.xsd

	2001			2002
XSD Name	A	B	C	A
OTA_Privacy	N			Deprecated – now included in OTA_CommonTypes as PrivacyGroup
PackageRequest			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType
PaymentForm			N	Deprecated – now included in OTA_CommonTypes as PaymentFormType
PersonName			N	Deprecated – now included in OTA_CommonTypes as PersonNameType
PkgCodeList			N	Deprecated – now included in OTA_PackageCommonTypes, OTA_CommonTypes, and OTA_SimpleTypes
PkgCommonElements			N	Deprecated – replaced with OTA_PackageCommonTypes
PackageInvoiceDetail			N	Deprecated – now included in OTA_PackageCommonTypes as PkgInvoiceDetail
PkgPackageSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType
PkgPassengerListItem			N	Deprecated – now included in OTA_PackageCommonTypes as PkgPassengerListItem
PkgRoomProfile			N	Deprecated – now included in OTA_PackageCommonTypes as PkgRoomProfileType
PkgStdTypes			N	Deprecated – now included in OTA_PackageCommonTypes and OTA_CommonTypes
PkgTravelJourney			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelJourney
PkgTravelSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelSegment
Preferences			N	Deprecated – replaced with OTA_CommonPrefs
Privacy		N		Deprecated – now included in OTA_CommonTypes as PrivacyGroup
ProductDescriptions		N		Deprecated – now included in OTA_HotelCommonTypes as ProductDescriptionsType
Profile	N			Deprecated – replaced with OTA_Profile
ProfileRef		N		Deprecated – replaced with OTA_Profile
ProfileType		N		Deprecated – replaced with OTA_Profile
RoutingHop		N		Deprecated – now included in OTA_HotelCommonTypes as RoutingHopType

	2001			2002
XSD Name	A	B	C	A
SellableProducts		N		Deprecated – now included in OTA_HotelCommonTypes as SellableProductsType
SpecialReqDetails		N		Deprecated – now included in OTA_AirCommonTypes as SpecialReqDetailsType
Statistics		N		Deprecated – now included in OTA_HotelCommonTypes as StatisticsType
StatusApplicationControl		N		Deprecated – now included in OTA_HotelCommonTypes as StatusApplicatonControlType
Telephone			N	Deprecated – now included in OTA_CommonTypes as TelephoneType
Ticketing		N		Deprecated – now included in OTA_AirCommonTypes as TicketingInfoType
TPA_Extensions			N	Deprecated – now included in OTA_CommonTypes as TPA_ExtensionsType
TravelerInfo		N		Deprecated – now included in OTA_AirCommonTypes as TravelrInfoType
Uniqueld		N		Deprecated – now included in OTA_CommonTypes as UniquelD_Type
Viewership		N		Deprecated – now included in OTA_HotelCommonTypes as ViewershipsType
WrittenConflnst		N		Deprecated – now included in OTA_HotelCommonTypes as WrittenConflnstType