Worldwide Partnership

Global Marketing & Travel

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Web Service
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Purpose of Document

This document describes business usages and technical information of the GAccess web service. It provides overview of how to use each web service and various resources provided by JTB Global Marketing & Travel Inc. to help you develop your site.

1. Introduction

1.1 About GAccess Web Service

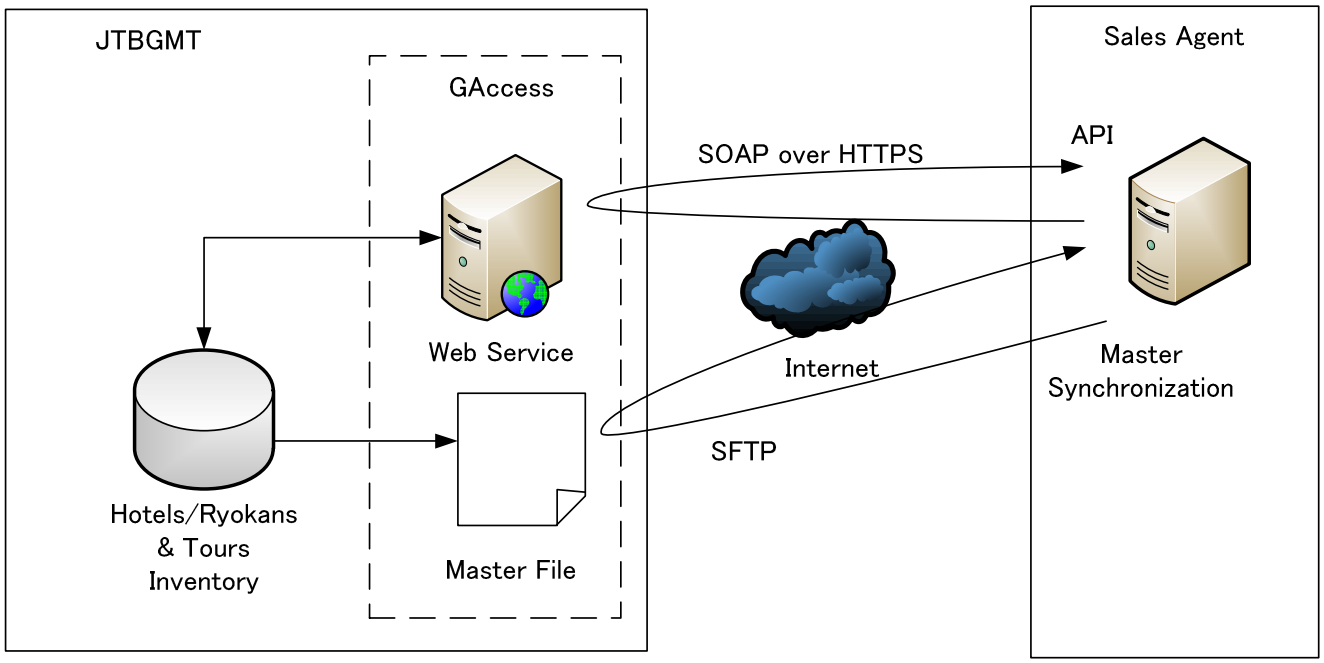
GAccess is an interface between the Sales Agent and JTBGMT(JTB Global Marketing & Travel Inc). Using this service, Sales Agents can access the abundant inventory of hotels, ryokans and tours provided by JTBGMT through the following 9 APIs currently: Hotel Search, Hotel Reservation, Hotel Modify, Tour Search, Tour Reservation, Tour Modify, Cancel, Itineary Read and Reservation Read.

1.2 GAccess Web Service overview

GAccess consists of 2 services: API and master synchronization.

API is a service that provides realtime inventory information and booking operation, using the SOAP 1.1 protocol. The API service provides XML interfaces for request and response messages. GAccess basically follows OTA XML standard schemas with some elements added or eliminated.

Master synchronization is a service which provides master information as TSV file (tab-delimited format). Using the master synchronization service, Sales Agents can use master rate plan information and inventory lists of hotels, ryokans and tours by downloading these JTBGMT master files by using the SFTP protocol. Master files are updated once a day, and certain master files such as inventory information are provided periodically as difference files.



1. 3 Test using GAccess Web Service

In GAccess, the following environments are prepared for testing purposes. To access these URLs, Sales Agents need ID & Password issued in advance by JTBGMT.

API (HTTPS)

- Hotel Search:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_HotelAvail_v2013
- Hotel Reservation:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_HotelRes_v2013
- Hotel Modify:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_HotelResModify_v2013
- Tour Search:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_TourActivitySearch
- Tour Reservation:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_TourActivityRes
- Tour Modify:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_TourActivityResModify
- Cancel:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_Cancel_v2013
- Itinerary Read:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_TravelItineraryRead
- Reservation Read:
  https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_ReservationRead

To retrieve WSDLs, access the above URLs with '?wsdl' suffix e.g. "https://trial-www.jtbgenesis.com/genesis2-demo/services/GA_HotelAvail_v2013?wsdl".

Master file syncronization (SFTP)

IP address : trial-ftp.jtbgenesis.com

Port : 10036

Public access file names are as defined in "3.1 Master synchronization Overview".

The above testing service is subject to suspension without prior notice. Development partners are requested to contact service provider JTB Global Marketing & Travel Inc as needed.

2. API

2.1 API Overview

2.1.1 Hotel Search (GA_HotelAvailRQ.xml / GA_HotelAvailRS.xml)

This message pair provides the function to search for room availability by stay date, area, room type and number of rooms. This is provided for Sales Agents who do not use master synchronization, which if used provides the same information as that provided by the Hotel Search message pair above.

2.1.2 Hotel Reservation (GA_HotelResRQ.xml / GA_HotelResRS.xml)

This message pair provides the function to book rooms of hotels and ryokans.

"On Request" Option

In this option, even if there is no room inventory available, an inquiry will be sent directly to the hotel / ryokan from JTBGMT. After a given time, sales agents will receive the final answer by E-mail from JTBGMT and will know if reservation has been made or not. In order to use this option, sales agents must inquire JTB in advance (E-mail will be sent to the address registered at the time of contract).

2.1.3 Hotel Modify (GA_HotelResModifyRQ.xml / GA_HotelResModifyRS.xml)

This message pair provides the function to modify reservations of hotels and/or ryokans made earlier according to the reservation numbers.

Change of names in the same PNR

In case a PNR has several reservations, a change of name for just one of reservations is reflected to names of all reservations. Changes for each reservation are not necessary.

2.1.4 Tour Search (GA_TourActivitySearchRQ.xml / GA_TourActivitySearchRS.xml)

This message pair provides the function to search for available tours.

2.1.5 Tour Reservation (GA_TourActivityResRQ.xml / GA_TourActivityResRS.xml)

This message pair provides the function to book tours.

2.1.6 Tour Modify (GA_TourActivityResModifyRQ.xml / GA_TourActivityResModifyRS.xml)

This message pair provides the function to modify previously made reservations of tours according to their reservation numbers.

Change of names in the same PNR

In case a PNR has several reservations, a change of name for just one of reservations is reflected to names of all reservations. Changes for each reservation are not necessary.

2.1.7 Cancel (GA_CancelRQ.xml / GA_CancelRS.xml)

This message pair provides the function to cancel reservations of hotels, ryokans and/or tours made

earlier according to their reservation numbers. With this message pair GAccess returns “OK” in case a cancellation request succeeds, while it returns “NG” in case a cancellation request fails due to duplication of cancellation or other reasons.

2.1.8 Itinerary Read (GA_TravelItineraryReadRQ.xml / GA_TravelItineraryReadRS.xml)

This message pair provides the function to obtain itinerary according to its PNR.

2.1.9 Reservation Read (GA_ReservationReadRQ.xml / GA_ReservationReadRS.xml)

This message pair provides the function to obtain all reservation information in the PNR, according to its PNR.

2.2 Protocol and encoding

The API service requires communicating using the SOAP 1.1 protocol over HTTPS, XML version 1.0 and utf8 encoding. “Accept-Encoding: gzip” should be set in the request HTTP header to compress its communication content by GZIP.

2.3 User Authentication

2.3.1 User Authentication Overview

In order to use the GAccess API, the following user authetication information must be included in the request XMLs:

- Company name code (element–attribute: CompanyName Code)
- User ID (element–attribute: RequestorID ID)
- Password (element–attribute: RequestorID MessagePassword)

2.3.2 Password lock

If the wrong password is tried 7 times in a row, GAccess will lock the account temporarily. After a given time, the lock will be automatically removed.

2.3.3 User Authentication Request Message Elements

No.	Name	Elements and Attributes	Required	Occurs	Type	Length	Comments
1	GA Hotel Search Request Message	GA_HotelAvailRQ	R	–			
2	Authentication	POS	R	–			
3	Authentication	Source	R	–			
4	Requestor	RequestorID	R	–			
5	User ID	ID	R	–	string	1-25	
6	Password	MessagePassword	R	–	string	1-40	
7	Agent	CompanyName	R	–			
8	Agent ID	Code	R	–	string	1-7	
9	Basic Information	BasicInfo	R	–			
10	Version	Version	R	–	string	4	The value of this attribute should be fixed at "2013".
11	Language	Language		–	string	2-5	The Response Message will be generated in the language defined here. See the GA_LAN code list for the list of Language.

Example 1 – Authentication

```
<POS>
  <Source>
   <RequestorID ID="AGTUSER01" MessagePassword="Agtuser_01">
    <CompanyName Code="AGT01"></CompanyName>
    <BasicInfo version="2013" Langage="JA"/>
   </RequestorID>
  </Source>
 </POS>
```

2.3.4 User Authentication Response Message Elements

No.	Name	Elements and Attributes	Require	Occurs	Type	Length	Comments
1	Errors	Errors		-			
2	Error Information	ErrorInfo	R	-			
3	Error Code	Code	R	-	string	5-7	See Error Code List.
4	Error Message	ShortText	R	-	string	1-300	
5	Error Type	Type	R	-	string	3	
6	Result Code	Success		-	[OTA]SuccessType	-	

Example 1 – In the case of success

```
<GA_HotelResRS>
 <HotelReservations>
  <HotelReservation CreateDateTime="2013-10-19" PassiveIndicator="true" ResStatus="OK">
       :
       :
  </HotelReservation>
 </HotelReservations>
 <Success/>
</GA_HotelResRS>
```

Example 2 – In the case of error[/Failure]

```
<GA_HotelResRS xmlns=https:// trial-www.jtbgenesis.com/genesis2-demo
/services/GA_HotelRes_v2013?wsdl  xmlns:ns3="https://trial-www.jtbgenesis.com/genesis2-demo
/services/GA_HotelRes_v2013?wsdl">
 <Errors>
  <ErrorInfo Code="GACS001" ShortText="Authentication Error" Type="002"/>
 </Errors>
</GA_HotelResRS>
```

2.4 Error Handling

GAccess returns error messages represented by the following sample OTA Error message to a sales agent in case GAccess fails to deal with the request it received.

```
<GA_HotelResModifyRS>
 <Errors>
  <ErrorInfo Code="GACZ001" ShortText="Invalid check-out date" Type="004"/>
 </Errors>
</GA_HotelResModifyRS>
```

The elements of error message are defined as in the following table:

No.	Name	Elements and Attributes	Require	Occurs	Type	Length	Comments
1	Errors	Errors		-			
2	Error Information	ErrorInfo	R	-			
3	Error Code	Code	R	-	string	5-7	See Error Code List.
4	Error Message	ShortText	R	-	string	1-300	
5	Error Type	Type	R	-	string	3	

Refer to attachment for error codes.

2.5 Usage Limits

Contact us if you require any information for usage limits.

3. Master Synchronization

3.1 Master Synchronization Overview

The following master files are available for download.

No	Master File	Full/ Diff	File Name	Description
1	Hotel	Full	HotelInfo_All_YYYYMMDD.csv	This file contains basic information such as codes and names of hotels and ryokans.
		Diff	HotelInfo_Diff_YYYYMMDDHH24MISS.csv	
2	Hotel Restaurant	Full	HotelRestaurant_All_YYYYMMDD.csv	This file contains information of the hotel's restaurants such as names, types of foods.
		Diff	HotelRestaurant_Diff_YYYYMMDDHH24MISS.csv	
3	Hotel Building	Full	HotelBuilding_All_YYYYMMDD.csv	This file contains basic information of buildings names and number of rooms.
		Diff	HotelBuilding_Diff_YYYYMMDDHH24MISS.csv	
4	Hotel Room	Full	RoomType_All_YYYYMMDD.csv	This file contains basic information about rooms such as room type, occupancy etc.
		Diff	RoomType_Diff_YYYYMMDDHH24MISS.csv	
5	Hotel Plan	Full	RoomPlan_All_YYYYMMDD.csv	This file contains information of hotel plan such as Meal Plan and effective date.
		Diff	RoomPlan_Diff_YYYYMMDDHH24MISS.csv	
6	Hotel Option	Full	RoomOption_All_YYYYMMDD.csv	This file contains information of Hotel Options.
		Diff	RoomOption_Diff_YYYYMMDDHH24MISS.csv	
7	Hotel Inventory	Full	RoomStock_All_YYYYMMDD.csv	This file contains availability of inventory of hotel plans.
		Diff	RoomStock_Diff_YYYYMMDDHH24MISS.csv	
8	Hotel Room Rate	Full	RoomPrice_All_YYYYMMDD.csv	This file contains rate of hotel plans.
		Diff	RoomPrice_Diff_YYYYMMDDHH24MISS.csv	
9	Tour	Full	TourInfo_All_YYYYMMDD.csv	This file contains basic information of tours such as Tour Name, Days Required etc. and also includes transfers and private arrangements.
		Diff	TourInfo_Diff_YYYYMMDDHH24MISS.csv	
10	Tour Plan	Full	TourPlan_All_YYYYMMDD.csv	This file contains information of tour plans such as schedule and tour options.
		Diff	TourPlan_Diff_YYYYMMDDHH24MISS.csv	
11	Tour Option	Full	TourMaterial_All_YYYYMMDD.csv	This file contains information of tour arrangements.
		Diff	TourMaterial_Diff_YYYYMMDDHH24MISS.csv	
12	Tour Option Pattern	Full	TourPattern_All_YYYYMMDD.csv	This file contains lists of combinations of tour options allowed to be selected. This is just for some tours which limit option selection patterns. Tours which do not list patterns in this file allow any combinations of option patterns.
		Diff	TourPattern_Diff_YYYYMMDDHH24MISS.csv	
13	Tour Arrangement	Full	TourArrangement_ALL_YYYYMMDD.csv	This file contains information required for the arrangement of tours
		Diff	TourArrangement_Diff_YYYYMMDDHH24MISS.csv	
14	Tour Inventory	Full	TourStock_All_YYYYMMDD.csv	This file contains availability of inventory of tour plans.
		Diff	TourStock_Diff_YYYYMMDDHH24MISS.csv	

15	Tour Rate	Full	TourPrice_All_YYYYMMDD.csv	This file contains rate of tour plans.
		Diff	TourPrice_Diff_YYYYMMDDHH24MISS.csv	
16	Image	Full	PictureMaster_ALL_YYYYMMDD.csv	This file contains the master information of pictures, which is used by hotels, ryokans and tours.
		Diff	PictureMaster_Diff_YYYYMMDDHH24MISS.csv	
17	Generic	Full	GenericMaster_All.csv	This file contains location, pickup place etc. of each type of master information. This is always required if you want to use “GAccess”.

* The suffix (YYYYMMDD / YYYYMMDDHH24MISS) of the file name follows Japan Standard Time (JST).
* These files are compressed with zip format and have a '.zip' extension instead of ‘.csv’.

Except for the “Generic Master File”, all masters are made available in full once a day, while the differences are released as difference files. Any additions, modifications and deletions are included in the difference files.
In order to obtain the latest information, the full master file obtained at a given time as well as any and all difference files released after that point must be applied.
Difference files are made available even when full files are released.
As for the “Generic Master File”, changes are confirmed periodically (currently once every hour), and updated only if any changes are present.

3. 2 Relationship between API and Master File

In order to use the GAccess API, the following Master Files are required.

No	Master File	Using Hotel API		Using Tour API		Description
		Using Hotel Search	"NOT" Using Hotel Search	Using Tour Search	"NOT" Using Tour Search	
1	HotelInfo	△*1	○	△*2	△*3	This file contains basic information on hotels and ryokans including facility code and facility name.
2	HotelRestaurant	△	△	△*3	△*3	This file contains information such as restaurant names and types of foods.
3	HotelBuilding	△	△	△*3	△*3	This file contains basic information on hotel buildings, including building name and number of rooms.
4	RoomType	△	○	×	×	This file contains basic information on rooms including room types and capacity..
5	RoomPlan	△	○	×	×	This file contains information on hotel plan such as meal plans and effective date.
6	RoomOption	△	○	×	×	This file contains information on Hotel Options and each Hotel Plan.
7	RoomStock	×	△	×	×	This file contains inventory information on hotel rate plans.
8	RoomPrice	×	△	×	×	This file contains rates for hotel plans.
9	TourInfo	×	×	△	○	This file contains basic information on tours.
10	TourPlan	×	×	△	△	This file contains information on tour plans such as event schedule and tour content.
11	TourMaterial	×	×	△	○	This file contains information on tour options available for each tour.
12	TourPattern	×	×	△	○	This file contains lists of combinations of tour options allowed to be selected.
13	TourArrangement	×	×	△	○	This file contains information on tour arrangements.
14	TourStock	×	×	×	△	This file contains number of inventory of tour plans.
15	TourPrice	×	×	×	△	This file contains rates of tour plans.
16	PictureMaster	△	△	△	△	This file contains master information on pictures, which is used by hotels, ryokans and tours.
17	GenericMaster	○	○	○	○	This file outputs various master information including location and pick-up place.

○ : Required
△ : Optional
× : Unnecessary

*1.This file is required if you want to use "Search Options"
*2..In the case of Multi-day Tours (Using JTB Hotel Code)
*3..In the case of Multi-day Tours (Using GAccess Hotel Code)

＜Supplementary explanation for Searching Multi-day Tours＞
"HotelRestaurant" and "HotelBuilding" does not output "JTB Hotel Code"

【Using Tour Search】
"HotelRestaurant" and "HotelBuilding" output "City Code" and "GAccess Hotel Code",but GATour Search Response output only "JTB Hotel Code".
If you want to link "City Code"+ "GAccess Hotel Code" to "JTB Hotel Code", Please use "HotelInfo"

【"NOT"Using Tour Search】
"TourMaterial" is required and this file output "City Code" and "GAccess Hotel Code"

※Please refer to the various documents for more information on GA and Master File

3.3 Protocol

Master files are downloadable with the SFTP protocol. Sales agents are required to log in to the JTBGMT server and download them.

3.4 File Format

Master files are formatted as TSV file (tab-delimited, no header). Their encoding is UTF-8 and their line feed code is 'LF'.

3.5 User Authentication

ID and password issued by JTBGMT is required to log in to the SFTP server.

3. 6 Master File Output Timing

'Full' Master File

No	Master File	Frequency	Order	Output Time
1	Hotel	Daily	1	Sequentially outputted from 5:05(JST).
2	Hotel Restaurant		2	
3	Hotel Building		3	
4	Hotel Room		4	
5	Hotel Plan		5	
6	Hotel Option		6	
7	Hotel Inventory		7	
8	Hotel Room Rate		8	
9	Tour		9	
10	Tour Plan		10	
11	Tour Option		11	
12	Tour Option Pattern		12	
13	Tour Arrangement		13	
14	Tour Inventory		14	
15	Tour Rate		15	
16	Image		16	
17	Generic	Hourly	17	Changes are confirmed periodically (currently once every hour), and are updated only when any changes are present.

'Diff' Master File

No	Master File	Frequency	Order	Output Time
1	Hotel	Hourly	1	Sequentially starts to be created every one hour at :05.
2	Hotel Restaurant	Hourly	2	
3	Hotel Building	Hourly	3	
4	Hotel Room	Hourly	4	
5	Hotel Plan	Hourly	5	
6	Hotel Option	Hourly	6	
7	Hotel Inventory	Every ten minutes	7	Sequentially created every one hour at :05, :15, :25, :35, :45 and :55.
8	Hotel Room Rate	Hourly	8	Sequentially created every one hour at :05.
9	Tour	Hourly	9	
10	Tour Plan	Hourly	10	
11	Tour Option	Hourly	11	
12	Tour Option Pattern	Hourly	12	
13	Tour Arrangement	Hourly	13	
14	Tour Inventory	Every ten miniutes	14	Sequentially created every one hour at :05, :15, :25, :35, :45 and :55.
15	Tour Rate	Hourly	15	Sequentially created every one hour at :05.
16	Image	Hourly	16	
17	Generic	(None)	17	-

* If multiple files are created simultaneously, the files are created in the order of priority (starting from the smallest number).

3.7 Directory

Master files created are placed directly below the login directory. Those created within a period from the previous day to 7 days earlier are allocated in the 'old' directory which is also directly below the login directory.

Example:

<LOGIN DIRECTORY>/ HotelInfo_All_20120928.zip
+ HotelInfo_Diff_201209280015.zip
+/old/ HotelInfo_All_20120927.zip
+ HotelInfo_Diff_201209270015.zip
+ HotelInfo_All_20120926.zip
+ HotelInfo_Diff_201209260015.zip

3.8 Image files of hotels, ryokans and tours

The URLs of image files of hotels, ryokans and tours are stored in the Image master file. The image files should be referred from these URL addresses. To use these image files, they should be saved on to the sales agent's server once instead of accessing the GAccess server each time due to performance considerations.

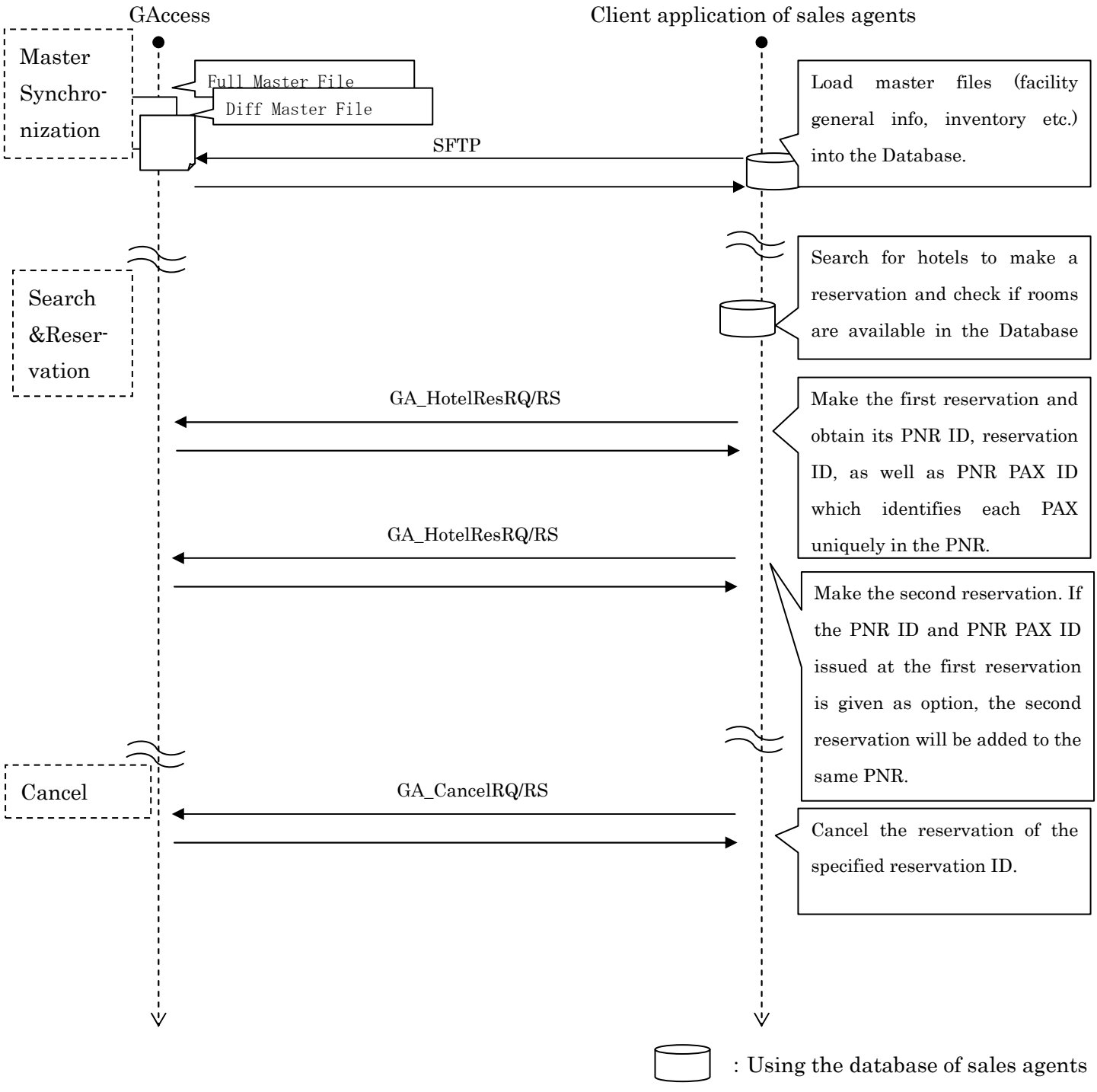
3.9 Usage Limits in Network

Contact us if you require any information for usage limits in network.

4. Usage

4.1 Using API and Master Synchronization in combination

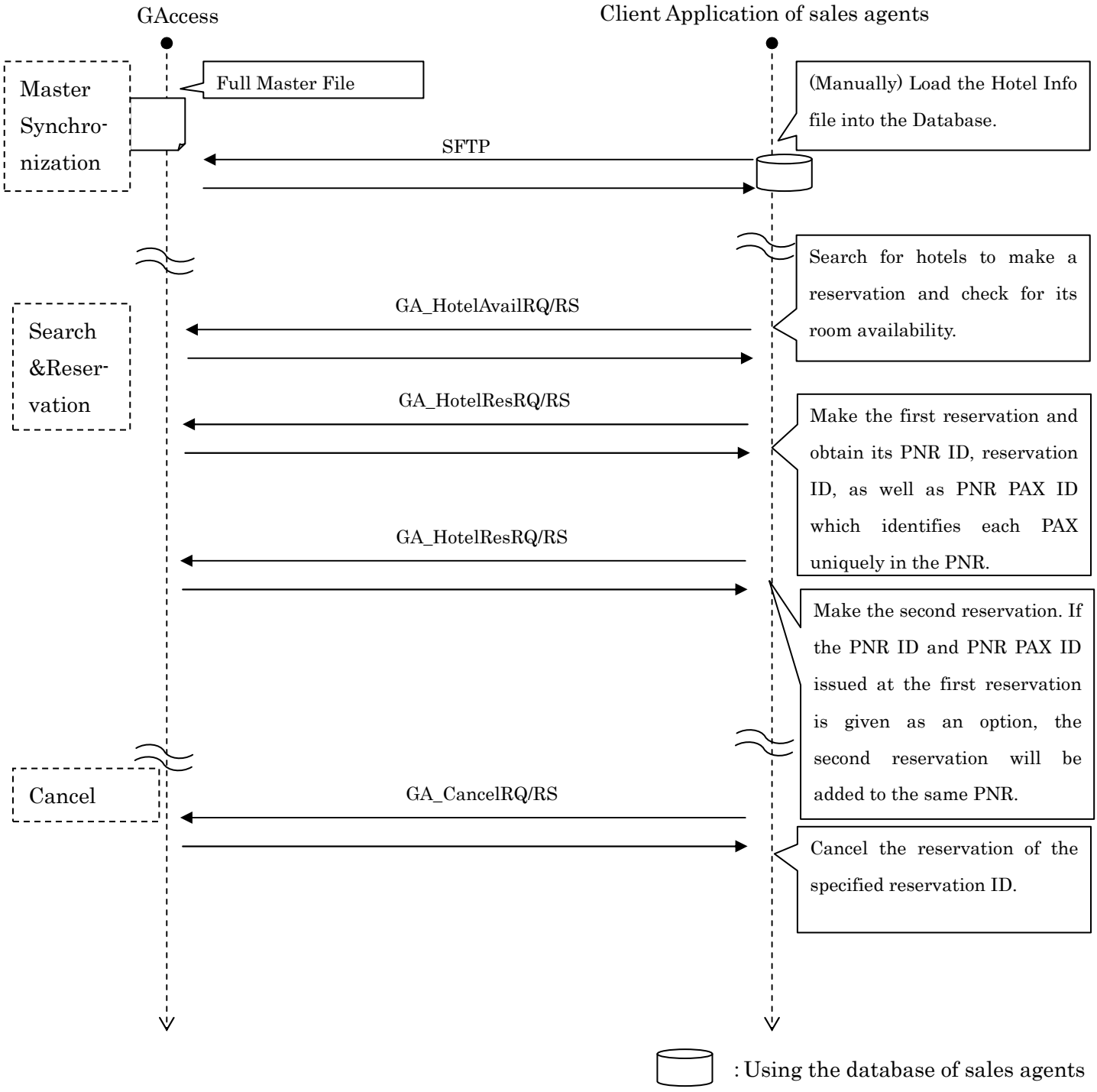
A combination of API and Master Synchironization enables you to greatly expand the flexibility of your system design while it requires implementing functions of loading and referencing master files. The following shows an example of the typical flow to deal with reservation operations (for master acquisition, hotel search/reservation/cancellation) using API and master synchronization.



- Reservations of tours can be made with GA_TourActivityResRQ/RS instead of GA_HotelResRQ/RS.
- A hotel and a tour can be registered to the same PNR simultaneously.
- A PNR is a unit of group of several reservations including hotel reservations and tour reservations.
- In order to integrate multiple reservations under the same PNR, as explained in the chart, in addition to the PNR ID the unique identifier PNR PAX ID must also be given as a parameter.
- By using each API instead of GA_HotelCancelRQ/RS, the reservations can be modified, and reservation / itinerary information can be obtained.

4.2 Using API and Basic Hotel Information file

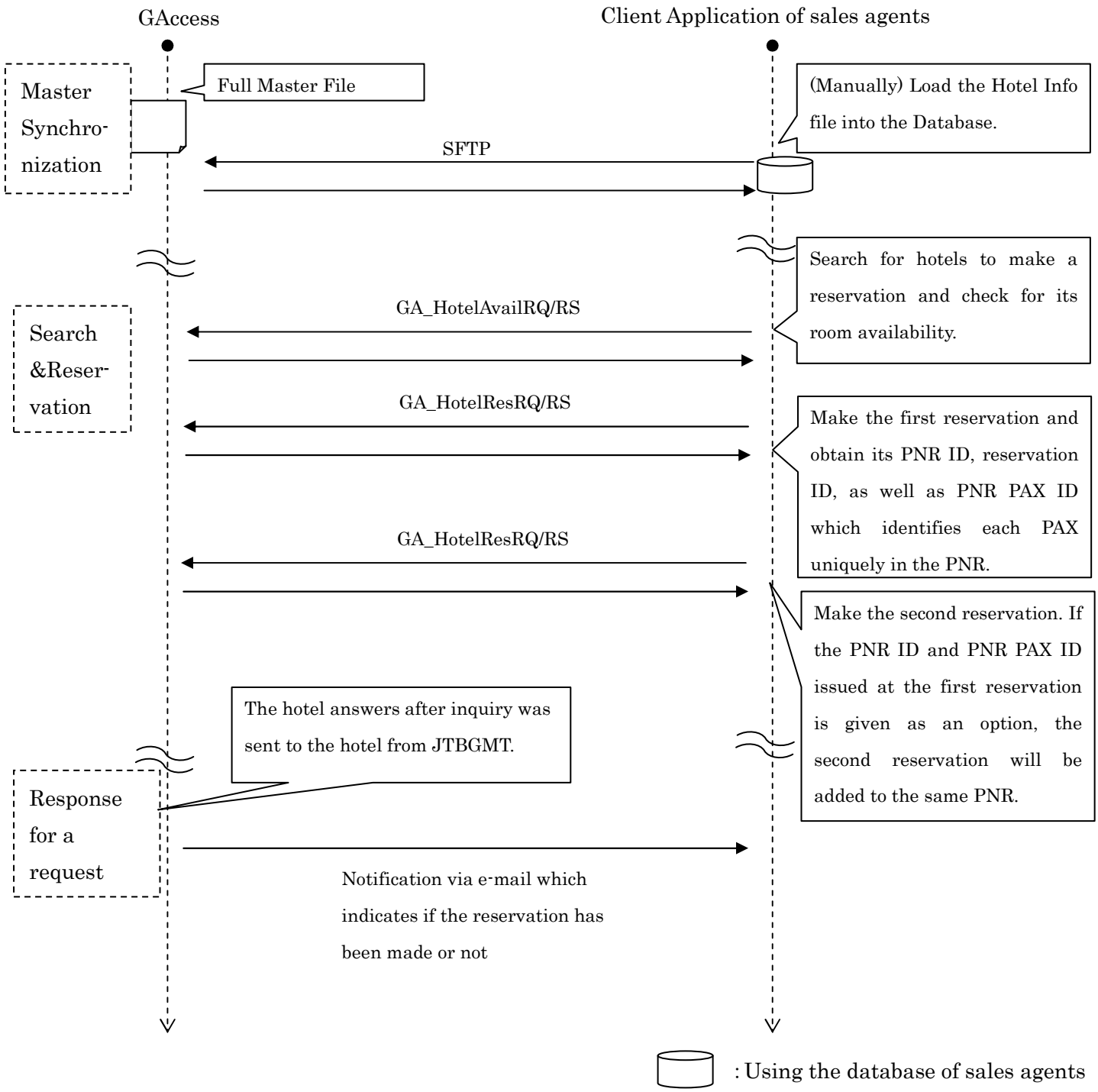
Generally using the API only and restraining the use of master synchronization is an easier and low cost way to start use the GAccess system. The following flow shows an example of how to obtain master files, search/reserve/cancel hotels.



- Searches of tours can be made with GA_TourActivitySearchRQ/RS instead of GA_HotelAvailRQ/RS.
- Reservations of tours can be made with GA_TourActivityResRQ/RS instead of GA_HotelResRQ/RS.
- A hotel and a tour can be registered to the same PNR simultaneously.
- A PNR is a unit of group of several reservations including hotel reservations and tour reservations.
- In order to integrate multiple reservations under the same PNR, PNR ID as describe in the chart, as well as the PNR PAX ID (which identifies the PAX uniquely) should be given as its parameter.
- By using each API instead of GA_HotelCancelRQ/RS, the reservations can be modified, and reservation / itinerary informations can be obtained.

4.3 Using API with On Request option

On request option is an operation option to request for reservations even if there is no room inventory available or even if there are only inventories which passed closing date. Reservations with one will be completed after hotels' answers. The following shows an example of the typical flow to deal with reservation operations (for master acquisition, hotel search/reservation/cancellation) with On Request option.



- Reservations with On Request option are available only for hotels/ryokans.
- A PNR is a unit of group of several reservations including hotel reservations and tour reservations.
- In order to integrate multiple reservations under the same PNR, PNR ID as describe in the chart, as well as the PNR PAX ID (which identifies the PAX uniquely) should be given as its parameter.
- Reservations with On Request option require time for confirmations by hotels. Reservations are not always be made.