

HostConnect Versions 5.05.000 Interface

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Interface Definition for Tourplan hostConnect

hostConnect Versions: 5.05.000 and above

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1 Overview

hostConnect is a Tourplan API that provides product and booking-related functionality. This document details the public API. The XML DTD includes some elements that are only available on a restricted basis; these elements are not covered in this document.

This section covers a number of topics that apply to multiple requests.

The second section specifies the request types supported by the interface, including details of data items within each request and each reply.

1.1 Changes in this version

Significant changes between version 5.04.x and this version:

1. The `PaxList` element is now supported by the `UpdateBooking` request.
2. New fields returned by the `OptionInfo` request: `Pax_Ad_Min` , `Pax_Min` , `Pax_Min_With_Infants` , `Pax_Ad_Max` , `Pax_Max` , `Pax_Max_With_Infants` .

1.2 Formats for hostConnect requests and responses

hostConnect accepts HTTP GET and POST requests. hostConnect requests and responses are XML documents. A DTD specifies the formats of XML documents exchanged by hostConnect. Each XML document sent to hostConnect has a `Request` root element, and each XML document sent by hostConnect has a `Reply` root element.

The usual way of sending an XML requests is to send a HTTP POST with a content type of `text/xml` , and the XML document in the body of the POST request. The content type of the reply message is also `text/xml` . Alternatively, the XML document can be supplied as the value of the XML parameter in form-urlencoded format in a GET or POST request. In this case the reply message is `text/xml` .

Each XML document sent to the hostConnect has a `Request` root element, which contains a single element whose name is the name of a hostConnect request concatenated with the string `Request` . An analogous situation exists for XML documents sent by hostConnect in reply.

The URI in the DOCTYPE declaration in the request should simply be the name of the DTD (hostConnect_5_00_000.dtd for example) and **not** an absolute URI (such as `http://www.tourplan.com/support/Connector/hostConnect_5_00_000.dtd`).

The character set encoding of the reply is UTF-8.

The reply is compressed using gzip or deflate if the `Content-Encoding` header in the HTTP request is set to `gzip` or `deflate` .

In the documentation below, data item names are nearly always element names. Names are case sensitive.

1.3 Data types

In section 2, a data type is specified for each data item. The basic data types used are: String, Integer, Boolean, Date, Time. The following points clarify how values of these data types are represented.

- A maximum length is associated with some string input data items (if a maximum length applies it is shown in parentheses in the type column of the data item table). An error message is returned if a value supplied for such a field is longer than the specified maximum.
- Some input string fields (currently `Remarks` in `AddService` and `Remarks` in `SetBookingRemarks`) are permitted to contain multiple lines. In this case, a newline (line feed) character is used as the line terminator. Note that because carriage return/line feed sequences may be used internally in Tourplan, each line feed character in a remarks field should be regarded as two characters in terms of the maximum field length limit.
- For some integer fields, minimum and/or maximum values are shown in the type column in parentheses.
- A boolean value is encoded as a single character: `Y` for true; `N` for false.
- A date value is encoded in `yyyy-mm-dd` format.
- A time value is encoded in `hhmm` format, with values ranging from 0000 to 2359.
- A UTC timestamp value is second-resolution date/time in UTC (format is `yyyy-MM-ddTHH:mm:ssZ`).
- A local date/time value is a value in the `yyyy-MM-ddTHH:mm:ss` format.
- Prices are stored as integers. Prices returned are Tourplan prices multiplied by 100 (see the `OptionInfo` section for details of exchange rate conversions).
- In an integer list, a single space is used to separate integer values.

1.4 Common data items

Some data items appear in several requests and/or replies. To avoid duplication, details of a number of them are given here. Also, the `Request` element has a number of optional attributes, which can be supplied for any request.

Attributes of the `Request` element:

Data item	Type	Description
<code>ReturnWarnings</code>	Boolean	Should warning messages be returned? At present only <code>OptionInfo</code> returns warnings. Optional, defaults to false.

Fields common to a number of requests:

Data item	Type	Description
<code>AgentID</code>	String	Agent internet usercode
<code>Password</code>	String	Agent internet password
<code>BookingId</code>	Integer	Unique identifier for a Tourplan booking
<code>Ref</code>	String (10)	Tourplan booking reference. Bookings can be identified in all requests by their reference or their id. It is better to use the booking reference to identify bookings. In the request specifications that follow, the term <i>booking identifier</i> will be used to mean that either <code>BookingId</code> / <code>Id</code> or <code>Ref</code> can be supplied.

Data item	Type	Description
ReturnBooking NoteFormat ReturnPackageServices ReturnAccountInfo		A number of booking update requests can return details of the booking as it stands at the completion of the booking update. This happens if ReturnBooking is true. If a booking is returned then the other fields affect what booking information is returned. See GetBooking for descriptions of these fields.

1.5 Cancellation policies

Prior to version 4.01.000, the CancelPolicies element was used for returning details of cancellation policies that applied to external rates. From version 4.01.000 on, cancellation policies can be defined in Tourplan. Each Tourplan cancel policy applies for service lines in a particular date range, and cancel policy periods cannot overlap. Each cancel policy contains one or more cancel rules. Each cancel rule specifies when it applies from. This is done using a relative date (length of time prior to service date) or (new in 4.04.000) using a fixed date. For each policy, all rules in the policy have fixed dates or all have relative dates. If multiple rules apply, then the rule with the most recent application date is used. From version 4.04 it is possible for multiple rules to have the same application date. In such cases the rules in the group will apply to different combinations of SCU and booked unit ranges, and the one that is used is determined by the number of SCUs and rooms/adults/units booked on the service line. Note that for OptionInfo (Info=S) and GetBooking, the only rules returned are those that apply to the SCU and booked unit quantities of the service line in question (the one being priced or in a booking). That means that each rule returned in these cases has a different application date.

Details of a cancel policy are returned (within a CancelPolicies element) by OptionInfo (for each of the rate formats supported) and by GetBooking. A CancelPenalty element is created to hold details of each cancel rule. This element contains details of when the penalty applies from. This is followed by either information about how penalty amounts are calculated (CancelRuleType , CancelRuleUnits , details of min and max SCU and booked units) or the values that would be charged (InEffect and up to three prices).

Data item	Type	Description
OffsetTimeUnit	String	Hour for relative dates, Date for fixed dates.
OffsetUnitMultiplier	Integer	A value of 0 for fixed dates; the number of hours in this deadline for relative dates. Can be negative. For example, -10 means the policy applies until 10:00 on the day of travel.
DeadlineDateTime	UTC timestamp	A date/time in UTC. Penalty is applicable from this date/time. Always returned for GetBooking and OptionInfo (Info=S,R). Returned for fixed dates only for OptionInfo (Info=D)
CancelRuleType	String	The method used to calculate cancellation penalty amounts. One of Average (the average per SCU amount multiplied by some value), Percent (percentage of the amount), Fixed (a fixed amount) and First or Last (the cost of the first or last SCU units). Returned for OptionInfo (Info=R,D).
CancelRuleUnits	Decimal (2dp)	Value used in conjunction with CancelRuleType to determine the penalty amounts. For Average the average amount is multiplied by this value. For Percent this value is the percentage to apply. For First and Last this value is the number of SCU units to charge for (the value must be an integer). For Fixed this field is not returned. Returned for OptionInfo (Info=R,D).
MinSCU MaxSCU	Integers	The penalty applies where the SCU quantity (number of nights, days, whatever) falls on or between these two numbers. Returned for OptionInfo (Info=R,D) if the rule applies to a limited range of values.
MinBooked MaxBooked	Integers	The penalty applies where the quantity (number of adults, rooms, units) falls on or between these two numbers. Returned for OptionInfo (Info=R,D) if the rule applies to a limited range of values.

Data item	Type	Description
BookedUnitType	String	Specifies what <code>MinBooked</code> and <code>MaxBooked</code> are counts of. Valid values: Room, Adult, Unit. Room is returned for all option types except non-accommodation. For non-accommodation options, Adult is returned if <code>MPFCU</code> is 1, and Unit is returned otherwise. Returned if <code>MinBooked</code> and <code>MaxBooked</code> are returned.
InEffect	Boolean	<code>Y</code> if this penalty is the one used if a service line is cancelled now (<code>N</code> otherwise). Within a <code>CancelPolicies</code> element, zero or one <code>CancelPenalty</code> elements has an <code>InEffect</code> of <code>Y</code> . Returned for GetBooking and OptionInfo (Info=S).
LinePrice	Integer	Amount of the cancellation penalty. Returned for GetBooking and OptionInfo (Info=S).
AgentPrice	Integer	<code>LinePrice</code> less commission. Returned for GetBooking and OptionInfo (Info=S).
SellPrice	Integer	<code>LinePrice</code> converted to <code>SellCurrency</code> . Returned for GetBooking and OptionInfo (Info=S).

1.6 Agent logins and sub-logins

Each agent has a "main" iCom login (and password), which are supplied to most hostConnect requests as `AgentID` and `Password`. It is also possible to setup agent "sub-logins" in addition to the main login. Things to note about sub-logins:

- Wherever login details are required, in the form of values for `AgentID` and `Password`, a main login or a sub-login can be supplied.
- The format of the sub-login `AgentID` in a request should be `MainLogin.SubLogin`
- The behaviour of some requests is not affected by whether a main login or a sub-login is used. These tend to be the requests that retrieve database information, and include `AgentInfo`, `OptionInfo`, `GetLocations`, `GetServices` and `SupplierInfo`.
- For requests that act on bookings, if the main login of an agent is used then any of that agent's bookings can be acted on, whereas if a sub-login is used only bookings associated with that sub-login can be acted on. Requests in this category include `AddService`, `DeleteService`, `CancelServices`, `QuoteToBook`, `GetBooking`, `SetBookingRemarks`, `GetBookingMessage`, `Resequene`, `AddDialogueEntry` and `ListBookings`.
- If a sub-login is used for an `AddService` request, any value supplied for `Consult` is ignored.
- Most of the functionality provided by the requests for managing sub-logins (`GetAgentSublogins`, `AddAgentSublogin`, `UpdateAgentSublogin`, `DeleteAgentSublogin`) is only available to main logins. See the detailed documentation of these requests for details.

1.7 Terminology

Many hostConnect requests manipulate bookings in some way. Tourplan distinguishes between two types of booking: *confirmed bookings* and *quotes*. A quote is basically a form of price enquiry. Consequently, inventory is not reserved for the various services within a quote. A confirmed booking is an actual booking. Consequently, inventory is reserved for each service with a confirmed booking. Note that it is possible to convert a quote to a confirmed booking, at which time an attempt is made to take inventory for each service in the booking.

In this document, the term *booking* will be used to refer collectively to quotes and confirmed bookings. In other words, *booking* should be read as *quote or confirmed booking*.

Each booking contains 0 or more *service lines* (sometimes referred to as *services*). Each service line includes

one *option* (sometimes called a *service option*) in a booking.

2 Request types

This section provides interface details for all of the request types (the name of each request is specified in its sub-section heading).

In response to a request, hostConnect produces either a reply (of a type that matches the request, as detailed below) or an error reply. In an XML error reply, an `ErrorReply` element appears within the `Reply` element.

The following data items appear in an error reply:

Data item	Type	Description
<code>Error</code>	String	A string that contains three sub-fields (including an error number). See the Standard iCom Error Messages page for more details.
<code>ErrorData</code>	String	This optional string is used in some requests to supply further error information. Any use of <code>ErrorData</code> by a request is detailed in the request's sub-section below.

2.1 Ping

The `Ping` request is provided as a simple way of determining whether hostConnect is alive.

Input data items

None.

Output data items

Data item	Type	Description
<code>Version</code>	String	The version number of hostConnect.
<code>Backend</code>	String	<code>Backend</code> String <code>NX</code> is the value returned by this version of hostConnect.

2.2 Agent Info

The `AgentInfo` request returns information about the specified agent (and as with other requests that require `AgentID` and `Password` an error is reported if the `AgentID` / `Password` combination is invalid).

Input data items

`AgentID` , `Password` . Also:

Data item	Type	Description
<code>ReturnAccountInfo</code>	Boolean	If <code>Y</code> then accounting information is returned in the <code>AgentCurrencies</code> and <code>Balances</code> elements. Optional (defaults to <code>N</code>).
<code>ReturnLastReceipt</code>	Boolean	Only relevant if accounting information is returned. If <code>Y</code> then <code>LastReceiptAmount</code> and <code>LastReceiptDate</code> are returned for each agent currency (otherwise these values are not returned). Optional (defaults to <code>N</code>).

Output data items

The first group of data items is always returned. The remaining ones, for agent currencies and balances, are only returned if accounting info has been requested. The data items always returned are:

Data item	Type	Description
Currency	String	The currency this agent operates in.
Email	String	The agent's email address.
Name	String	The agent's name.
PriceCodes	String	Price codes.
IsSubLogin	Boolean	Is this agent login a sub-login?
Language	String	The agent's language
HasBookingRights	Boolean	Does a sub-login have the same rights as the main agent login?

If accounting information is returned then details of each currency an agent transacts in are returned in an `AgentCurrencyInfo` element. The data items for this element are:

Data item	Type	Description
Currency	String	The currency code.
CreditLimit	Integer	The credit limit for this currency. If 0 then no credit limit has been set.
LastReceiptAmount LastReceiptDate	Integer Date	The amount and date of the last receipt transaction. Only present if <code>ReturnLastReceipt</code> is <code>Y</code> and there is at least one receipt.

If accounting information is returned then details of the balances of each currency an agent transacts in are returned in a `Balance` element. The data items for this element are:

Data item	Type	Description
Currency	String	The currency code.
CurrentBalance	Integer	Balance for the current period. The total balance is this amount plus the four overdue amounts.
Overdue1 to Overdue4	Integers	Balances overdue for the previous accounting period (<code>Overdue1</code>), the period before that (<code>Overdue2</code>) and so on. <code>Overdue4</code> includes all other earlier periods.
Future1 to Future4	Integers	Balances that will become due in the next accounting period (<code>Future1</code>), the period after that <code>Future2</code> and so on. <code>Future4</code> includes all other later periods.
FutureEntered	Integer	Balance of all transactions that will occur in a future period.

2.3 Option Info

The `OptionInfo` request returns information about one or more options. The request specifies a combination of details to be returned, from the list: general information, stay pricing and availability, rate information, availability information, detailed availability information, full availability information, enquiry notes, detailed enquiry notes, amenities, FYIs, replicated locations encountered in the search, replicated locations for suppliers, pickup points for suppliers and options.

Each option has two unique identifiers: its option identifier and its option number. The `OptionInfo` and `AddService` requests accept either for the purposes of identifying a particular option, and the `OptionInfo` request returns both. Of the two, the option number is less likely to change over time. The supplier code component of the option identifier will very likely change if the supplier name changes, and supplier name changes are not uncommon. Other components of the option identifier (such as location and service codes) are much less likely to change over time, but such changes occur occasionally.

Options are specified to the `OptionInfo` request as zero or more option identifiers and zero or more option numbers, and zero or more (button name, destination name) pairs (at least one of these must be specified).

Input data items

AgentID , Password . Also:

Data item	Type	Description
Opt	String (17)	Tourplan option identifier (Location + Service + Supplier + Option code). Location must be exactly three characters, service two characters and supplier six characters. Trailing spaces can be omitted from the option code. A <i>pattern</i> is an option identifier that contains one or more <code>?</code> characters. When a pattern is specified it is checked against all option identifiers, and details about those that match the pattern are returned.
OptionNumber	Integer	Tourplan option number. Zero or more option numbers are to be specified.
ButtonName DestinationName	String String	Zero or more pairs of these fields can be specified. For each pair, the options associated with the service button, destination name pair are included in the search. Note that from version 5.00.000, putting <code>ButtonName</code> and <code>DestinationName</code> in an <code>OptionInfoRequest</code> element is deprecated, and only the first pair will be acted on. From version 5.00.000, each pair of these values should appear in a <code>ButtonDestination</code> element.
Info	String	Specifies the categories of option data to return. One letter is used to specify each category of data are available, and any combination of the available letters can be specified: <code>G</code> (general), <code>A</code> (availability), <code>I</code> (detailed availability), <code>E</code> (full availability), <code>R</code> (rates), <code>S</code> (stay pricing and availability), <code>D</code> (rate date ranges), <code>B</code> (package details), <code>N</code> (enquiry notes), <code>T</code> (multiple enquiry notes), <code>F</code> (FYIs), <code>M</code> (amenities), <code>L</code> (supplier replicated locations, LocationCodes only), <code>P</code> (supplier replicated locations, LocationCodes with pickup points, option pickup points), <code>V</code> (replicated locations encountered in search). If the <code>Info</code> data item is empty, or is omitted, then only option identifiers and ValidLocations are returned. Note that only one of the rate types (<code>R</code> , <code>S</code> , <code>D</code>) can be asked for. Also, if <code>S</code> is asked for then no <code>A</code> or <code>E</code> or <code>I</code> data is returned.
DateFrom	Date	Start date for rate and availability information. If <code>DateFrom</code> is not specified then start date defaults to today (on the computer hostConnect is running on).
DateTo SCUqty	Date Integer (1..)	<code>DateTo</code> and <code>SCUqty</code> are alternatives for specifying the duration of the period that stay, rate and inventory information is required for. If <code>SCUqty</code> is specified it is the length of the period (days/nights). If <code>DateTo</code> is specified then <code>SCUqty</code> is <code>DateTo</code> minus <code>DateFrom</code> plus 1. If neither is specified then <code>SCUqty</code> defaults to 1.
ACache	Boolean	If the data item value is true (or if the <code>ACache</code> data item is omitted) then availability information returned (if any) is retrieved from the cache within hostConnect. If the value is false then availability information is retrieved from Tourplan (this provides somewhat more up to date information, but is considerably slower). Because of the performance penalty, this data item should be set to <code>N</code> in situations where it is important to get up to date availability information for a small groups of options (for example, as part of the checking process in finalising a booking).
RateConvert	Boolean	If the data item value is true then all rate information is converted to the currency associated with the specified agent. If it is false, no rate conversions are performed, and rates are returned in the currency in which they are stored. If RateConvert is not specified then whether currency conversion occurs or not is determined by a system default. Note: this data item has no effect if <code>R</code> or <code>S</code> is not specified in <code>Info</code> .

Data item	Type	Description
RoomConfig	XML element	The room configuration being priced. See the the <code>AddService</code> section for more information on <code>RoomConfig</code> . Note that <code>PersonId</code> cannot be specified in an <code>OptionInfo</code> <code>RoomConfig</code> as it is only valid for booking operations, such as <code>AddService</code> (people are attached to bookings). This data item has no effect if <code>R</code> or <code>S</code> is not specified in <code>Info</code> . <code>RoomType</code> is optional. If it is not specified then (for a room-based option) a room type will be assigned based on the pax numbers in the room. The room types assigned are returned as part of the stay pricing data.
MinimumAvailability	String	Only options with this availability or better have their details returned. Permitted values are OK (option is available for the specified stay), RQ (option is OK or can be requested), NO (return all options). Optional (defaults to RQ). Note: this data item only has an effect if <code>S</code> is included in <code>Info</code> , or if <code>R</code> is included in <code>Info</code> and room configurations are supplied.
SortField Ascending	String Boolean	If any sorting of the options is required, a <code>SortOrder</code> element appears, which contains one or more <code>SortField</code> elements. Each of these elements in turn contains a <code>FieldName</code> and an <code>Ascending</code> (optional) element (defaults to true), which specifies whether the sort is in ascending or descending order on that field. If there is more than one <code>SortField</code> element, then each successive element specifies a subsort. Valid values for <code>FieldName</code> are: suppliername, optiondescription, optioncomment, localitydescription, classname, rate, availability, optioncode (Location+Service+Supplier+Code), suppliercode, supplieranalysis1-6, dbanalysisCode1-6 and option (code only). The rate and availability fields are those determined by stay pricing, and if stay pricing is not requested then these two fields do not affect the sort order (that is, all options returned are deemed to have the same rate as each other, and the same availability).
GroupAfterSort	Boolean	By default, if sorting is done then after options have been sorted a grouping process occurs that groups by supplier (groups are ordered by the order of the first option for each supplier after the sort). If <code>GroupAfterSort</code> is <code>N</code> then grouping does not occur.
IndexFirstOption MaximumOptions	Integer (0..) Integer (0..)	These two fields can be used together (or individually) to limit the number of options returned. These values are applied to the list of options that would have been returned had these values not been specified. If <code>IndexFirstOption</code> is specified then it is the 0-based index into this list of the first option returned. If <code>MaximumOptions</code> is specified then no more than this number of options is returned. Generally these fields will be used in conjunction with some specified sort order.
NoteCategory	String	Where multiple note categories are available and only one is required, <code>NoteCategory</code> is used to specify the category of the note to return.
LocationCode	String (3)	Specifies that only SupplierLocations matching this code should be returned (if a LocationCode is supplied then Info is treated as containing P, but restricted to the location specified).
LocalityDescription	String	If specified, only options in this locality are returned. Optional.
ClassDescription	String	If specified, only options with this class are returned. Optional.
Description	String	If specified, only options whose description or comment (if option comments are returned by hostConnect) contains the specified description are returned. Optional.
SupplierName	String	If specified, only options whose supplier name contains the specified supplier name are returned. Optional.
LastUpdateFrom	UTC timestamp	If specified, only options whose <code>LastUpdate</code> time is greater than or equal to the supplied value are returned. Optional.

Data item	Type	Description
LastUpdateTo	UTC timestamp	If specified, only options whose LastUpdate time is less than or equal to the supplied value are returned. Optional.
RatePerScu	Boolean	Only relevant for stay pricing. If true, then the stay price returned is a per scu (e.g. per day or per night) rate. If false (the default) then the rate for the entire stay is returned. Optional.
NoteFormat	String	Format to return notes in. One of T (plain text returned), H (HTML returned) or S (format note is stored in, which will be text or HTML). Optional (defaults to T).
PriceCode	String	Price code(s) of rates to return (a single price code, or a comma-separated list of price codes). Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).
Branch Department SalesAnalysis1 to SalesAnalysis6	Strings	These fields are all optional. By default costing is done in the context of a booking made with the default values for all of these fields. For each one supplied, the value supplied is used instead of the default in the costing process.
PaxBreakChildRates	Boolean	Only relevant for Info R and D. If true then child and infant rates will be returned for each defined pax break. If false or not supplied (the default) then child and infant rates are only one value. This functionality is only relevant to non-accommodation and package services that have pax breaks defined. Optional.
TranslationMethod	String(1)	Translation method to be used to decide what language to target for translation of multi language fields. One of A (translated to Agent language), L (translated to specific language defined by TranslationLanguage parameter). Default is NO translation. Optional. The following fields can have translations: SupplierName , Description , Description2 , Comment , Comment2 , PointDescription , NoteText , extra descriptions.
TranslationLanguage	String(2)	Only relevant for TranslationMethod=L. Specifies the 2 character language code that is the target for translation of multi language fields. Optional.

Examples of option patterns:

- QTSSSAJHAC BUNGEE identifies a single option.
- SYDAC???????????? matches all Sydney accommodation options.
- SYD??SYDLUX?????? matches all Sydney options offered by supplier SYDLUX .

Output data items

Information on each option is returned in an Option element.

For each option whose details are returned, the Option identifier and number are always returned.

Data item	Type	Description
Opt	String	The option identifier.
OptionNumber	Integer	Tourplan option number.

Additional groups of values may be returned, as specified in the Info input data item. If amenities are requested, then all option and supplier amenities are returned. If FYIs are requested, then all FYIs that apply for the specified period are returned (if no period is specified then all FYIs are returned). See the [SupplierInfo](#) section for details of how amenity and FYI data is returned. Other groups are discussed below.

General group

This group of data items appears within an OptGeneral element. If there are any extras an OptExtras

element exists, that contains one or more `OptExtra` elements. Each `OptExtra` element contains the number of the extra the information relates to, as well as the two pieces of information about the extra. If extra *N* is not defined then no information is returned for that extra.

Data item	Type	Description
<code>SupplierId</code>	Integer	Supplier number. Note that the supplier number and the supplier code in the option identifier both identify the supplier that the option is associated with.
<code>SupplierName</code>	String	Supplier name.
<code>Description</code>	String	Option description.
<code>Description2</code>	String	A second option description field.
<code>Comment</code>	String	Option comment. Each hostConnect implementation is configured either to always return this field or never to return it.
<code>Comment2</code>	String	A second option comment field. Each hostConnect implementation is configured either to always return this field or never to return it.
<code>VoucherName</code>	String	Name printed on vouchers for this option.
<code>Address1</code> <code>Address2</code> <code>Address3</code> <code>Address4</code> <code>Address5</code> <code>PostCode</code>	String	The address printed on vouchers.
<code>Locality</code>	String	Option locality code (returned if non-blank). The uses of locality codes are site-specific.
<code>LocalityDescription</code>	String	Description associated with the option's locality code (returned if non-blank).
<code>Class</code>	String	Option class code (returned if non-blank). The uses of class codes are site-specific.
<code>ClassDescription</code>	String	Description associated with the option's class code (returned if non-blank).
<code>Periods</code>	Integer	Duration of the service option in 24 hour periods (returned only if greater than 1). For most options this field is not relevant. Examples of options where Periods is greater than one are multi-day packages, and multi-day sightseeing trips (river cruises for example).
<code>MoreInformationURL</code>	String	URL that can be accessed to get access to more information about this option (returned if non-blank).
<code>SType</code>	String	One character that specifies the service type of the option. One of: <code>Y</code> (accommodation), <code>A</code> (apartment), <code>P</code> (package), <code>N</code> (non-accommodation). If the service type is <code>Y</code> or <code>P</code> then the option is room-based (pricing is room based, when a service line is added to a booking for this option then a room type must be supplied). The difference between Y and P is that packages are fixed length (hence a number of nights is not specified).

Data item	Type	Description
MPFCU	Integer	<p>Charging multiple. This field is reported for non-accommodation and apartment options. For apartments it gives the maximum number of adults that one apartment can hold.</p> <p>For non-accommodation options, if MPFCU has a value of 1 then rates for the option are per-person. If MPFCU is greater than one then rates for this option are for a group, and MPFCU is the maximum number of people (adults plus children) that can be booked per <code>AddService</code> call for the option. A rental car might have an MPFCU of 4, for example.</p>
SCU	String	Second charge unit. If the option has a second charge unit (accommodation options generally have "Nights" as a second charge unit, for example) then this data item is present and contains the name of the second charge unit (if the option has no SCU then this data item is omitted from the reply).
MinSCU	Integer	Deprecated (no longer used).
MaxSCU	Integer	Deprecated (no longer used)
Single_Avail , Single_Ad_Max Single_Max , Single_Max_With_Infants , Twin_Avail Twin_Ad_Max , Twin_Max , Twin_Max_With_Infants Double_Avail , Double_Ad_Max , Double_Max , Double_Max_With_Infants , Triple_Avail Triple_Ad_Max , Triple_Max , Triple_Max_With_Infants Quad_Avail , Quad_Ad_Max Quad_Max , Quad_Max_With_Infants	Boolean, Integer, Integer triples	These fields are returned for room-based options (which is determined by <code>SType</code>). For each room type, the <code>_Avail</code> flag is always present, and specifies whether the room type is available for this option. If the room type is available, then the <code>_Ad_Max</code> field is present and specifies the maximum number of adults that the room can accommodate. If a particular limit has been set for the maximum number of adults plus children that a room type can accommodate, then this is returned as <code>_Max</code> . The same being true of for the count that also includes Infants, that is returned as <code>_Max_With_Infants</code>
Pax_Ad_Min , Pax_Min , Pax_Min_With_Infants	Integer	These fields can be returned for options that are not room-based (all three are present, or none are present). The three fields specify the minimum number of adults, of adults plus children, and of adults plus children plus infants that can be booked on a service line.
Pax_Ad_Max , Pax_Max , Pax_Max_With_Infants	Integer	These fields can be returned for options that are not room-based (all three are present, or none are present). The three fields specify the maximum number of adults, of adults plus children, and of adults plus children plus infants that can be booked on a service line.
InfantsAllowed ChildrenAllowed AdultsAllowed	Boolean	These fields specify whether this option accepts bookings for each of the three age categories (infants, children and adults).
Infant_From , Infant_To Child_From , Child_To Adult_From , Adult_To	Integer	These fields return the age ranges for infants, children and adults. A (from, to) pair is not returned if either of the following two: that age category is not allowed (as per the boolean flags described below), or age details have not been entered into Tourplan. ranges do not overlap.

Data item	Type	Description
CountInfantsInPaxBreak CountChildrenInPaxBreak	Boolean	These fields are returned for apartments and options with pax break pricing. They specify whether infants and children should be counted when determining the pax total that decides the apartment rate, and which pax break should be used.
PromptForPuDo	Boolean	Value of the "Prompt For Pickup/Dropoff" policy setting.
ButtonName	String	The service button this option is associated with.
DBAnalysisCode1 to DBAnalysisCode6 ; DBAnalysisDescription1 to DBAnalysisDescription6	String	The database analysis codes and descriptions. Tourplan has 6 database analysis codes. Configuration settings determine which (if any) are returned by hostConnect.
LastUpdate	UTC timestamp	OptionInfo returns a mixture of option and supplier level information. LastUpdate is the date of the last change to the option and supplier level information in the database (changes to availability do not affect the LastUpdate time).
SequenceNumber	Integer	An extra number (in the range 1 to 5).
Description	String	The description of an extra charge.
ChargeBasis	String	<p>An extra can be charged per group, per room, or per person. Some extras are compulsory, which means the extra is automatically booked (and the quantity is calculated). Non-compulsory extras are only booked if an extra quantity that is greater than 0 is supplied when a booking is made. The quantity specifies how many of the extra is needed. For example, a breakfast is usually a Pax or Nights extra. When booked the quantity is usually the number of nights in the stay. The charge basis is one of:</p> <ul style="list-style-type: none"> • Group. The rate is per group (there is one group per service line). • Room, RoomNights. The rate is per room booked in the service line. • Pax, Nights. The rate is per person booked in the service line. • Rate. A compulsory extra that is charged per person for each day there is a non-zero rate. • FirstRate. compulsory extra that is charged per person on the first day on which there is a non-zero rate. • GroupRate. A compulsory extra that is charged per group for each day there is a non-zero rate • GroupFirstRate. A compulsory extra that is charged per group on the first day on which there is a non-zero rate.
IsPricePerPerson	Boolean	If true, then the extra is charged per person (in other words, it has a charge basis of Pax, Nights, Rate or FirstRate).
SupplierLocation		Code and List of PickupPoints

Further discussion will help to clarify the meaning of some of the data items in this group.

For some options, a booking for that option will involve specifying the number of time units the booking is for. For example, an accommodation option will be booked for some number of nights, and a rental car for some number of days. The units of day and night are the most common time units though others, such as hour, are used in some Tourplan systems.

The generic Tourplan term for these various time units is *Second Charge Units*, or SCU for short. If an option has an SCU, then the number required can be specified using the SCUQty field of an AddService request made to add that option to a booking. Internally within Tourplan, most (perhaps all) options have an SCU defined. Many of these are not time based, however, such as CLIMB, CRUISE, MEAL, TICKET and TOUR. In calls to AddService, only requests that relate to options that have time-based SCUs should specify an SCUQty. The time-based SCUs will vary a little between Tourplan systems, but DAY and NIGHT will usually cover nearly all cases.

We can identify three types of options on the basis of some of the fields described above:

Room-based

A room-based option has an SType of Y or P. The difference between an SType of Y and an SType of P is that for type Y options (accommodation) an SCU applies to specify the length of the stay, whereas if the SType is P (package) no SCU applies as the package is for a fixed number of days.

Group-based

A group-based option has an SType of A, or an SType of N and MPFCU of more than 1.

Pax-based

A pax-based option has an SType of N and MPFCU of 1.

The option type makes a difference in a number of situations, including:

- It determines the form in which rate information is returned (see below).
- MPFCU is only returned if SType is N or A.
- When AddService is called for a room-based option the type of room being booked must be specified.
- When a room-based or group-based option is booked using AddService, one unit of inventory is consumed (1 per room booked for room-based). When a pax-based option is booked using AddService the number of units of inventory consumed is the number of adults plus the number of children.
- Limits on the number of adults and children that can be booked in a single call to AddService depend on the option type (see the `AddService` section for details).

Enquiry notes group

There can be multiple notes fields per option. If `N` is specified in `Info` then `OptEnquiryNotes` is included in the reply. Its value is all available notes are concatenated together. If `T` is specified in `Info` then the available notes are returned individually, with the note category and note text returned for each. If a value is supplied for the `NoteCategory` input field (and `T` is not included in `Info`) then only notes of the specified category are returned.

Data item	Type	Description
<code>OptEnquiryNotes</code>	String	Option enquiry notes.
<code>NoteCategory</code>	String	The note category code (the type of note this is).
<code>NoteText</code>	String	The contents of the note.
<code>LastUpdate</code>	UTC timestamp	When the note was last changed.

The stay pricing group

If `S` is specified in the `Info` data item, then stay pricing and availability are returned for each option. The

parameters of the stay are supplied in the input parameters `DateFrom` , `RoomConfig` , and `SCUQty` or `DateTo` . An option that does not have a valid rate for a booking made today, for the specified start date, room configuration and length of stay is omitted from the reply. Also, only options with the specified `MinimumAvailability` are returned.

Rates are returned in the currency associated with the agent identified by the `AgentID` data item unless the `RateConvert` data item has a value of `N` (in which case they are returned in the currency they are stored in). The conversion rate for `DateFrom` is the one used to do the conversion.

Data item	Type	Description
<code>Availability</code>	String	The availability of this option for the specified stay. One of <code>NO</code> , <code>RQ</code> , <code>OK</code> . The remaining fields only appear if <code>Availability</code> is not <code>NO</code> .
<code>Currency</code>	String	The currency that <code>TotalPrice</code> is in.
<code>TotalPrice</code>	Integer	The total price of the stay (totalled across all rooms and all second charge units) for this option.
<code>CommissionPercent</code>	Decimal (2dp)	Percentage of commission applicable to <code>TotalPrice</code> .
<code>AgentPrice</code>	Integer	<code>TotalPrice</code> less commission.
<code>RateId</code>	String	An internal Tourplan identifier for this rate. Must be supplied to <code>AddService</code> if this rate is booked.
<code>RateName</code>	String	The name of the rate that applies on the first day of the stay.
<code>RateName2</code>	String	Second rate name that applies on the first day of the stay. Omitted if blank.
<code>RateText</code>	String	Rate description for the rate that applies on the first day of the stay. Omitted if blank.
<code>RateText2</code>	String	Second rate description for the rate that applies on the first day of the stay. Omitted if blank.
<code>MinSCU</code>	Integer	If there is a minimum number of days or nights required to qualify for the rate returned then <code>MinSCU</code> specifies this minimum. Omitted if no minimum.
<code>Stay</code> <code>Pay</code>	Integer	If a stay/pay deal has been applied in the price calculation then this pair of fields appears and gives details of the stay/pay deal applied.
<code>CancelHours</code>	Integer	Cancellations within this number of hours of service date incur a cancellation penalty of some sort.
<code>LastBookableDate</code>	Date	Some rates have to be purchased a minimum period in advance. If there is such a requirement for these rates, this field is present and is the last date on which these rates are available for booking. Otherwise, this field is not present.
<code>SaleFrom</code>	Date	Rates in this date range cannot be sold before this date. Optional (does not appear if the sale from date in Tourplan is before January 1st, 2000).
<code>SaleTo</code>	Date	Rates in this date range cannot be sold after this date. Optional (does not appear if the sale to date in Tourplan is more than 5 years in the future).
<code>PriceCode</code>	String	Price code of rate. Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).
<code>RoomType</code>	String	For room-based options, a <code>RoomList</code> element is returned containing one or more <code>RoomType</code> values (one per <code>RoomConfig</code> specified in the request). For each <code>RoomConfig</code> in the request, if a <code>RoomType</code> was supplied then the corresponding <code>RoomType</code> in the <code>RoomList</code> will have the same value. Otherwise, the <code>RoomType</code> value will be the one assigned and costed. The reason for returning the room types is so they can be used in any subsequent <code>AddService</code> request.
<code>PeriodValueAdds</code>	XML element	If present, <code>PeriodValueAdds</code> contains additional information about the rate returned, and contains one or <code>PeriodValueAdd</code> elements.

Data item	Type	Description
PeriodValueAdd	XML element	Contains <code>DateFrom</code> , <code>DateTo</code> , <code>RateName</code> , <code>RateName2</code> (optional), <code>RateText</code> (optional), <code>RateText2</code> (optional) and a collection of zero or more value adds that apply during the period. Each value add has a <code>Type</code> and a <code>Description</code>
Type	String	The type of value add. The types are IncludedExtra and Descriptive. For IncludedExtra the value in <code>Description</code> is the name of a compulsory extra that has been charged for in the stay price. The other types are various pieces of descriptive text about the rate.
Number	Integer	The <code>Type</code> element can have a <code>Number</code> attribute. For type IncludedExtra the number is the extra number. For type Descriptive the number is the rate voucher text field number.
Description	String	The descriptive text for a value add.
CancelPolicies	XML element	See Cancellation policies section for details.

If a rate has been retrieved from an external system, then `OptStayResults` contains a `ExternalRateDetails` element with additional information about the external rate. The fields present within `ExternalRateDetails` are listed below.

Data item	Type	Description
ExtSupplierId	String	The identifier for the supplier used in the external system.
ExtOptionId	String	The identifier for the option used in the external system.
ExtOptionDescr	String	Option description used in the external system.
ExtRatePlanCode	String	The external system's rate plan code for the rate returned.
ExtRatePlanDescr	String	Description of the rate plan code.
ExtGuarantee	String	The type of guarantee that must be supplied to the external system in order to book this rate. One of N (none), C (credit card), P (pre-pay using credit card) or A (agency). For an agency guarantee the details passed through are configured into Tourplan. Where a credit card is involved, credit card details can be supplied to <code>AddService</code> .
DetailName , DetailDescription	Strings	Miscellaneous data returned by an external system that does not fit into any other field is returned as <code>DetailName</code> , <code>DetailDescription</code> pairs, in an <code>AdditionalDetail</code> element.
CancelPolicies	XML element	Any cancel policies returned by the external system are reported under this element, in one or more <code>CancelPenalty</code> elements. Each of these elements contains an optional <code>PenaltyDescription</code> , and an optional deadline. The deadline is absolute (in which case the time component is always returned, and the date component can be returned) or relative (which is returned as units and multiplier).
OffsetTimeUnit	String	One of Second, Hour, Day, Week, Month or Year.
OffsetUnitMultiplier	Integer	The number of <code>OffsetTimeUnit</code> in this relative deadline.
DeadlineDate	Date	Date component of absolute deadline.
DeadlineTime	Time	Time component of absolute deadline.
DepotDetail	XML element	Optional data that is relevant for rental car services which will describe the depot information that the rate pertains to.
ExternalPerDayList	XML element	Agent rates for each day of the stay. Optional (available for some external systems).
ExtStartTime	Local date/time	If tour start times are applicable to the product, then an <code>ExtStartTimes</code> element contains one or more <code>ExtStartTime</code> values. Optional.
ExtPickupDetails ExtDropoffDetails	XML element	Optional elements containing pickup and dropoff details (held in the fields <code>ExtPointName</code> , <code>MinutesPrior</code> , <code>Address</code> , <code>ExtPointInfo</code>
ExtPointName	String	Name of the location. Always returned.
MinutesPrior	Integer	Passengers should be at the location this many minutes prior to departure. Optional.
Address	String	Address of the location. Optional.

Data item	Type	Description
ExtPointInfo	String	Additional information. Optional.

Services that are connected to external rental car systems will return additional information describing the depot configuration that the rate pertains to. The Point_ID values must be used when adding a service of this type.

PickupDetail	XML element	Data describing the pickup information relevant to the rate.
DropoffDetail	XML element	Data describing the drop off information relevant to the rate.
LocationCode	String	The location code that the car is being picked up/drop off from
Point_ID	Integer	The internal identifier of the Tourplan pickup/dropoff point
ExternalDepotID	String	The external suppliers depot identifier for the pickup/dropoff point
PointDescription	String	The description/name of the pickup/dropoff point
GroupNumber	Integer	Internal grouping number for the pickup/dropoff point

Some external services will return daily rates, these will be shown in the buy currency.

Currency	String	The currency the external supplier has returned daily rates in.
ExternalPerDay	XML element	A list of daily rates.

Each external daily rate.

Date	String	The date the rate applies to.
Availability	String	Daily availability. One of NO , RQ , OK .
ExternalRate	Integer	The external daily rate, as reported by the external system.

The rate group

If **R** is specified in the **Info** data item, then rate information is returned for each option. The main difference between the information returned in the rate group and the stay pricing is that the rate group presents information on all rates associated with an option (all room types, all apartment sizes, all extras, and so on), whereas stay pricing is focused on a particular number of pax staying in a particular room configuration.

The rates returned are on the basis of a stay starting on **DateFrom** , of the length given by **SCUQty** or **DateTo** . An option that does not have a valid rate for a booking made today, for the specified start date and length of stay is omitted from the reply. In other words, an option that cannot be booked today for the specified start date and length of stay is not returned.

Rates are returned in the currency associated with the agent identified by the **AgentID** data item unless the **RateConvert** data item has a value of **N** (in which case they are returned in the currency they are stored in). The conversion rate for the **DateFrom** is the one used to do the conversion.

Rates are returned within an **OptRates** element. Rates for each day are returned in an **OptRate** element. Note that for options for which the SCU quantity does not apply (such as transfers) rates are returned for one day (**DateFrom**).

If a **RoomConfigs** element is provided in the input then **Availability** is returned for each day, and for the period as a whole (in this case it is the weakest availability across all of the daily availabilities). Also, if **RoomConfigs** and **MinimumAvailability** elements are provided then only those options whose overall availability is at least the specified minimum availability are returned. See the stay group section for a description of the Availability item.

Data item	Type	Description
Currency	String	The currency of the rates returned.

<code>PaxBreaks</code>	Integer list	Some type <code>N</code> (non-accommodation) and type <code>P</code> (package) options have rates that depend on the number of people travelling. If an option has pax-break pricing, then <code>PaxRates</code> reports the pax break ranges (<code>PaxBreak</code> elements nested within a <code>PaxBreaks</code> element). The integers given show the start of each pax range. So, if we have the list 1, 3, 4, 8, the ranges are 1-2, 3, 4-7, 8-MPFCU. The number of adults plus (if <code>CountChildrenInPaxBreak</code> is true) the number of children plus (<code>CountInfantsInPaxBreak</code> is true) the number of infants is what determines which pax break range is applied.
<code>MinSCU</code>	Integer	If this value appears, then the rates returned are on the basis of a minimum night stay (or days hire) of <code>MinSCU</code> . If <code>MinSCU</code> is not reported then there is no minimum that applies during the period (effectively the minimum is 1). This feature is often used to enforce minimum night stay rules of hotels during special events.
<code>CancelPolicies</code>	XML element	See Cancellation policies section for details.
<code>Date</code>	Date	The date that this set of rates applies to.
<code>RateName</code>	String	The name of the rate that applies on this day of the stay.
<code>RateName2</code>	String	Second rate name that applies on this day of the stay. Omitted if blank.
<code>RateText</code>	String	Rate description for the rate that applies on this day of the stay. Omitted if blank.
<code>RateText2</code>	String	Second rate description for the rate that applies on this day of the stay. Omitted if blank.
<code>ValueAdds</code>	XML element	Contains a collection of value adds that apply on that date. Each value add has a <code>Type</code> and a <code>Description</code> (see the stay pricing section for more information).
<code>FreeOfCharge</code>	Boolean	If this field is present, and is <code>Y</code> , then this particular day of the stay is free of charge due to a stay / pay deal. The rates returned for this day show what the day would have cost had it not been free. Note that one or more extras can be chargeable on a free day. Each such extra will contain a <code>FreeOfCharge</code> element (as a child of the <code>ExtrasRate</code> element) with a value of <code>N</code> .
<code>Availability</code> (within <code>OptRates</code>)	String	Overall availability for the whole period (the weakest availability over all days of the period covered). Possible values are described in the stay pricing section.
<code>CancelHours</code> (within <code>OptRates</code>)	Integer	Overall cancel hours for the whole period (calculated from the cancel hours of the days in the period covered). See the stay pricing section for more details in this field.
<code>LastBookableDate</code> (within <code>OptRates</code>)	Date	Some rates have to be purchased a minimum period in advance. If there is such a requirement for these rates, this field is present and is the last date on which these rates are available for booking. Otherwise, this field is not present.
<code>SaleFrom</code> (within <code>OptRates</code>)	Date	Rates in this date range cannot be sold before this date. Optional (does not appear if the sale from date in Tourplan is before January 1st, 2000).
<code>SaleTo</code> (within <code>OptRates</code>)	Date	Rates in this date range cannot be sold after this date. Optional (does not appear if the sale to date in Tourplan is more than 5 years in the future).
<code>PriceCode</code> (within <code>OptRates</code>)	String (2)	Price code of rate. Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).
<code>CommissionPercent</code>	Decimal (2dp)	Percentage of commission applicable to the rates returned.

<p>AdultRate , ChildRate , InfantRate , OptionRate</p>	Integer	<p>These data items appear in the reply if and only if the option has a service type of A or N.</p> <p>If the service type is A then there are MPFCU values and child and infant rates (the child rate is omitted if it is 0, and likewise for the infant rate). The MPFCU different values give the rates if 1 adult stays in the apartment, 2 adults, and so on up to MPFCU adults.</p> <p>If the service type is N and the MPFCU of the option is one, then pricing is per person. One adult rate is returned (one adult rate per pax range if the option has pax breaks). Child and infant rates handling is as described above unless the service has pax breaks and PaxBrakChildRates is supplied and set to Y. In that case a child and an infant rate will be returned for each pax break defined. In this case, zero rate values are returned.</p> <p>If the service type is N and the MPFCU of the option is greater than one then pricing is per group (of up to MPFCU adults plus children). One group rate is returned (one group rate range per pax range if the option has pax breaks). The group rate(s) appear as OptionRate elements within a OptionRates element.</p>
<p>SingleRate , DoubleRate , TwinRate , TripeRate , QuadRate , ExtraAdultRate , ExtraChildRate , InfantRate , AdultRate</p>	Integer	<p>These data items appear in the reply if and only if the option has a service type of Y or P (in other words, if and only if rates are room based). The five room rates and three extra pax rates appear as separate elements within a RoomRates element. Any zero rates are omitted. Some packages have room and pax break pricing. For these packages, the PaxBreaks element contains details of where the pax break boundaries are, and the AdultRate elements here give the rates for those various pax breaks (AdultRate elements appear only for packages that have room and pax break rates).</p> <p>By default, ExtraChildRate and InfantRate are single values and are omitted if zero. However, if the Package has pax breaks defined and the PaxBreakChildRates is set to Y then a child and an infant rate for each pax break is returned, including zero values.</p> <p>The ExtraAdultRate is relatively rare. It only applies for options that can accommodate more than four adults (up to the maximum given by MaxAdult). So, for 6 adults, for example the rate that applies is the Quad room rate plus twice ExtraAdultRate . The ExtraChildRate is the per child cost of any children over and above the room capacity (if this rate is 0 then any such children are free of charge). For example, with two adults and two children in a triple room then one child is charged at ExtraChildRate . All infants are charged at the InfantRate .</p>
<p>Availability (within OptRate)</p>	String	<p>Availability for a particular day. Possible values are described in the stay pricing section.</p>
<p>CancelHours (within OptRate)</p>	Integer	<p>Cancel hours for a particular day. See the stay pricing section for more details in this field.</p>

<code>SellBeforeTravel</code>	Integer	Some rates have to be purchased a minimum period in advance. If there is such a requirement for these rates, this field is present and is the number of days or months in advance that the rate must be purchased. For example, if there is a 7 day sell before period, then a booking for 2012-09-27 must be made no later than 2012-09-20. This field is not present if there is no sell before requirement.
<code>SellBeforeType</code>	String (1)	Present if and only if <code>SellBeforeTravel</code> is present, and specifies the units of <code>SellBeforeTravel</code> . D means days and M means months

If there are rates for 1 or more extras, then an `ExtrasRates` element appears, that contains one `ExtrasRate` element for each extra for which rate information exists.

Data item	Type	Description
<code>SequenceNumber</code>	Integer	The number of the extra that this rate applies to.
<code>FreeOfCharge</code>	Boolean	Only relevant if the main rates for the day are free of charge. If this extra is charged for on a free of charge day, then this element is present and is <code>N</code> .
<code>AdultRate</code>	Integer	Appears for extras charged per person.
<code>ChildRate</code>	Integer	Appears for extras charged per person (if non-zero).
<code>InfantRate</code>	Integer	Appears for extras charged per person (if non-zero).
<code>ExRate</code>	Integer	Appears for extras charged per group.

The date range group

If `D` is specified in the `Info` data item, then date range rate information is returned for each option. The two forms of rate information described above (stay pricing, rate group) are based on rates that apply for a stay that starts on a particular date and has a particular length. Date range rates show rates that apply for the various rate seasons present within a specified period.

The date ranges returned are those found within a period whose start date is `DateFrom` and whose end date is determined by `SCUqty` or `DateTo` (as per the other rate requests). Options that do not have valid rates within the specified period are **not** omitted from the reply.

Rates are returned in the currency associated with the agent identified by the `AgentID` data item unless the `RateConvert` data item has a value of `N` (in which case they are returned in the currency they are stored in). The conversion rate for the `DateFrom` is the one used to do the conversion.

If the option has pax breaks, then these are returned as a child element of the `OptDateRange` element (the format is the same as that used for pax break information in the rate group).

If the option has cancel policies in the requested period then they are returned in a `PeriodCancelPolicies` element, which contains one or more `PeriodCancelPolicy` elements. Each `PeriodCancelPolicy` element has a `DateFrom` and `DateTo` elements, and a `CancelPolicies` element (see [Cancellation policies](#) section for details). Each `PeriodCancelPolicy` covers a distinct period (cancel policy periods cannot overlap). Note that in hostConnect 4.04.000 and above, a cancel policy that spans two or more `OptDateRange` elements is split into multiple `PeriodCancelPolicy` elements (one per `OptDateRange` element it overlaps with).

Zero or more `OptDateRange` elements are returned. The date ranges are in increasing date order, and do not overlap. There can be gaps between one date range and the next. The `DateFrom` of the first date range is never before the `DateFrom` supplied to the `OptionInfo` request (even if the date range in Tourplan starts before `DateFrom`). Likewise the `DateTo` of the final date range never goes past the end of the period enquired on.

Each `OptDateRange` contains one or more `RateSet` elements. Usually there is a single `RateSet` element, but there are multiple if there are different rates for different lengths of stay/hire period, and/or different rates on

different days of the week (weekend/weekday rates for hotels, for example). If there are multiple `RateSet` elements, then each combination of day of the week and length of stay will be covered by at most one `RateSet`.

The data items in the `OptDateRange` and `RateSet` elements are listed below. The main rates are returned in the `OptRate` structure already discussed in the rate group section. Note that the non-rates elements of `OptRate` are omitted in this context (most of them can be found in the `RateSet` element). In some cases rates are expressed as a being a certain amount per night for the first N nights, and a different amount per night thereafter. Where details of one of these "special" rates are returned, the `MinSCU` element specifies the number N (the rate is only available for a stay of N or more nights), the `OptRate` element contains the rates for each of the first N nights, and the `ExtraNightRates` element contains the rates for extra nights (note that rates for all optional extras are stored against the `OptRates` rates, which is why there is no `ExtrasRates` element in `ExtraNightRates`).

Data item	Type	Description
<code>PriceCode</code>	String (2)	Price code of rate. Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).
<code>DateFrom</code>	Date	The start date of the date range.
<code>DateTo</code>	Date	The end date of the date range.
<code>SaleFrom</code>	Date	Rates in this date range cannot be sold before this date. Optional (does not appear if the sale from date in Tourplan is before January 1st, 2000).
<code>SaleTo</code>	Date	Rates in this date range cannot be sold after this date. Optional (does not appear if the sale to date in Tourplan is more than 5 years in the future).
<code>Currency</code>	String	The currency of the rates returned.
<code>SellBeforeTravel</code>	Integer	Some rates have to be purchased a minimum period in advance. If there is such a requirement for these rates, this field is present and is the number of days or months in advance that the rate must be purchased. For example, if there is a 7 day sell before period, then a booking for 2012-09-27 must be made no later than 2012-09-20. This field is not present if there is no sell before requirement.
<code>SellBeforeType</code>	String	Present if and only if <code>SellBeforeTravel</code> is present, and specifies the units of <code>SellBeforeTravel</code> . D means days and M means months.
<code>RateName</code>	String	The name of the rate.
<code>RateName2</code>	String	Second rate name. Omitted if blank.
<code>RateText</code>	String	Rate description. Omitted if blank.
<code>RateText2</code>	String	Second rate description. Omitted if blank.
<code>ValueAdds</code>	XML element	Contains a collection of value adds that apply for the rate set. Each value add has a <code>Type</code> and a <code>Description</code> . Value adds of type IncludedExtra do not appear (they are not relevant for this type of rate request). See the stay pricing section for more information on the <code>ValueAdds</code> element.
<code>MinSCU</code> <code>MaxSCU</code>	Integers	The rate set applies where the SCU quantity (number of nights, days, whatever) falls on or between these two numbers.
<code>AppliesDaysOfWeek</code>	Boolean attributes	If this element is omitted then the rates in this rate set apply on every day of the week. If this element is present then the rates in this rate set apply on the days whose attributes have a value of true (attribute names are Mon, Tue, Weds, Thur, Fri, Sat, Sun).
<code>IsClosed</code>	Boolean	If true then this a closed rate set, and no rates are available. In this case none of the following XML elements are present.
<code>ScuCheckOverlapOnly</code>	Boolean	Controls what is checked where a stay includes parts of two or more rate sets, and one of the rate sets has a <code>MinSCU</code> greater than 0. If this value is true then the number of nights by which the stay overlaps the rate set period is validated against <code>MinSCU</code> . Otherwise the full length of the stay is validated against <code>MinSCU</code> .

CancelHours	Integer	Cancel hours for booking made using this rate set. See the stay pricing section for more details in this field.
StayPayType	String	Type of stay/pay deal. One of: Last (last nights free), First (first nights free), Lowest (lowest price nights free), RepeatLast (last nights free with repeats allowed), RepeatFirst (first nights free with repeats allowed).
RepeatTimes	Integer	Present if StayPayType is RepeatLast or RepeatFirst . The number of times the stay/pay deal can be repeated during a booking.
Stay , Pay	Integers	Zero or more (stay, pay) pairs give the details of stay/pay deals that apply for rates in this rate set. For each stay/pay deal, if you stay for "stay" nights then you only pay for "pay" nights (in other words, "stay" - "pay" nights are free of charge). Where multiple stay/pay deals apply, they are in increasing order of stay length. Also, for any particular booking only one stay/pay deal applies; the one with the biggest "stay" value that is less than or equal to the length of the stay of the booking. Each Stay / Pay pair is within a StayPay element, and all of these elements are under a StayPays element. If StayPayType is RepeatLast or RepeatFirst then there will be one Stay / Pay pair.
SequenceNumber	Integer	By default, extras are free on days that are free of charge due to a stay / pay deal. If one or more extras is charged for on such days, then the StayPays element contains a ChargedExtras element, which has one or more SequenceNumber child elements. These child elements contain the sequence numbers of extras that are charged for on days where the main rates are free due to a stay / pay deal.

The availability group

Note that for it to be possible to book a service line there must be a valid rate. The availability returned only shows availability based on product inventory and/or whether the product is available on a request or freesell basis. It does NOT check or guarantee that there is also a valid rate for the dates searched for.

Data item	Type	Description
OptAvail	Integer list	<p>Each integer in the list gives the availability for one of the days in the range requested, from the start date through to the end date. The integer values are to be interpreted as follows:</p> <ul style="list-style-type: none"> • Greater than 0 means that inventory is available, with the integer specifying the number of units available. For options with a service type of Y , the inventory is in units of rooms. For other service types, the inventory is in units of pax. • -1 Not available. • -2 Available on free sell. • -3 Available on request. <p>Note: A return value of 0 or something less than -3 is impossible.</p>

The detailed availability group

In Tourplan, it is possible for one option to have inventory of several unit types. For example, an accommodation option may have (on a particular night) 2 single rooms and 1 double room available.

The availability group of return values is able to accurately return inventory details for an older generation Tourplan that did not support unit types, but is not powerful enough to handle some situations that can occur in Tourplan. If an option has inventory of two or more types, then the values are combined together to arrive

at the information returned in the availability group. In the example before (2 single rooms and 1 double room available), a value of 3 (rooms) would be returned in the availability group.

It may be the case that a company using hostConnect to interface with a Tourplan system decides that the inventory information provided by the availability group is accurate enough (especially if there are few, if any, options that have inventories of more than one unit type). If, however, availability information is needed for each unit type, then the detailed availability group is available.

Detailed availability information is returned within a `DetailedAvails` element. Inventory information is returned as UnitType, OptAvail element pairs, with each pair within a `DetailedAvail` element.

Note that for it to be possible to book a service line there must be a valid rate. The availability returned specifies what the availability is **if and only if** there is a valid rate. It is possible for the returned availability on some particular day to be on request, for example, but for an attempt to book a service on that day to be rejected because there is no valid rate.

Data item	Type	Description
<code>UnitType</code>	Unit type list	The unit type(s) that apply (a single space follows each unit type). For accommodation options, the following unit types apply: sg (single), db (double), tw (twin), tr (triple), qd (quad), ot (other). At present Tourplan allows for one of these, or all of these. For apartments all room types are listed. For non-accommodation options, the following unit types apply: ad (adult), ch (child). A list of ad by itself means that only adults consume inventory. A list of ad and ch means that adults and children consume inventory. No other combinations are currently supported.
<code>OptAvail</code>	Integer list	As for the availability group.

The full availability group

Provides a way to get access to per day availability for external rates (for external systems that support this). For internal rates, the data returned is the same as for detailed availability, just in a somewhat different format.

Data is returned in one or more `OptFullAvail` elements, all of which are under an `OptFullAvails` element. Each `OptFullAvail` element contains a number of `Date`, `Availability` pairs (all under an `AvailDate` element). Also, each `OptFullAvail` element contains a `UnitType` (for internal availability) or `ExtOptionDescr` and `ExtRatePlanDescr` (for external availability).

Replicated locations encountered in search

If `v` is specified in the `Info` data item, then for each option returned that has replicated locations, the list of one or more replicated locations the option is found by in this search is returned. The locations the option is found under are returned within a `ValidLocations` element (the `LocationCode` values returned within `ValidLocations` are a subset of the supplier's replicated locations). If the search is restricted to a single location or destination then generally there is a single `LocationCode` returned. Note that when booking an option whose supplier has replicated locations, a `LocationCode` should be supplied to `AddService` to specify which location is required.

Data item	Type	Description
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LocationCode	String	A replicated location code the option has been found under in this particular <code>OptionInfo</code> request.
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Replicated locations and pickup points

If `L` or `P` is specified in the `Info` data item, then for each option returned that has replicated locations then the full list of replicated locations for the supplier is returned (and if `P` is specified details of any pickup points are also returned). The `SupplierLocations` element contains one or more `SupplierLocation` elements, each of which contains a location code, and zero or more pickup points. Also if `P` is specified and the option has option level pickup points then they are returned (in a `PickupPoints` element under the `Options` element).

Note that a pickup point can be specified in an `AddService` call by supplying the `PointDescription` as `puRemark` (for a pickup) or `doRemark` (for a dropoff).

Data item	Type	Description
Code	String	A replicated location code.
Point_ID	Integer	Unique pickup point identifier.
PointDescription	String	Point description (Sydney airport, for example).
CanPickup	Boolean	Are pickups allowed at this pickup point.
CanDropoff	Boolean	Are dropoffs allowed at this pickup point.

Package details

If `B` is specified in the `Info` data item, then for each option returned that is a package then details of the services options that make up the package are returned. Details of each service option included in a package are returned in a `PackageServiceLine` element. The `PackageDetails` element contains the `PackageServiceLine` elements.

Data item	Type	Description
DayNumber	Integer	Which day this service option is booked relative to the date the package is booked (which is day 1).
SequenceNumber	Integer	Used to order service options with the same day number.
SCUqty	Integer	Number of second charge units.
Opt	String	The option identifier.
OptionNumber	Integer	Tourplan option number.
Availability	String	Returned if <code>RoomConfigs</code> has been supplied, and <code>S</code> or <code>R</code> is included in the <code>Info</code> value supplied. The availability calculation is based on <code>DateFrom</code> as the booking date of the package, and the room configuration provided. One of <code>NO</code> , <code>RQ</code> , <code>OK</code> .
IsOptional	Boolean	True if this is an optional package service, false otherwise.

2.4 Add Service

A booking is built up service by service. Each `AddService` request adds one service to a (new or existing) booking. Note that for a service to be added to an existing booking the agent adding the service must be the same as the agent who made the original booking.

Input data items

The input data items can be divided into three groups:

1. Data items that are specified only for the first service added to a new booking.
2. Data items that are specified only for a service added to an existing booking.

3. Data items that apply to services added to new and existing bookings. This group includes `AgentID` and `Password`. This group also includes `ReturnBooking` and associated fields.

The data items provided in an `AddService` request are either groups 1 and 3 (for the first service in a new booking) or groups 2 and 3 (for a service added to an existing booking). In the discussion below, each group has its own section (except group 3 which has two sections).

New booking group

The new booking group of data items appear within a `NewBookingInfo` element.

Data item	Type	Description
<code>Name</code>	String (60)	Name of the party for whom the booking is being made (required). Note that in some systems Name is forced to upper case.
<code>NameAlias</code>	String (60)	Alternative name for the booking (optional). When <code>ListBookings</code> searches by booking name a match occurs if <code>Name</code> or <code>NameAlias</code> matches.
<code>QB</code>	String (1)	The <code>QB</code> data item can take one of two values: <code>Q</code> if the service is being added to a new quote; <code>B</code> if the service is being added to a new booking.
<code>Branch</code> , <code>Department</code>	String (2)	One or more of these optional (up to 2 character) data items can be specified for the first service added to a new booking. In each case, if the data item is specified (and the value is non-empty) it is copied into the corresponding field in the booking header. If the data item is not specified, Tourplan will determine the value to use.
<code>SalesAnalysis1</code> to <code>SalesAnalysis6</code>	String (2)	Same comment applies as for <code>Branch</code> and <code>Department</code>

Existing booking group

The existing booking group of data items appear within an `ExistingBookingInfo` element. This group contains the [booking identifier](#) of the existing booking.

Common group (room configuration)

The room configuration (adults, children, room type(s) and pax names) are the data items that make up the room configuration data. In very early versions of hostConnect (up to 2003), room configuration consisted of three data items: Adults, Children and RoomType. This interface is still available (with the subsequent addition of Infants). It does have some limitations, as it is not possible to book more than one room on a service line. Also it is not possible to supply details of the pax in each room.

The preferred way to supply a room configuration makes it possible to specify multiple rooms on a service line, and to specify pax names.

There are one or more `RoomConfig` elements within a single `RoomConfigs` element. If the option being booked is not room-based, then there is a single `RoomConfig` element containing details of all pax being booked. If the option is room-based then there are one or `RoomConfig` elements. Specifying pax details is optional. Where there are pax whose details are not specified (either because no pax details are specified or because the number of pax details records is less than the number of pax in the room) hostConnect will assign pax records itself (by using other pax associated with the booking that aren't included on this service and/or generating pax records).

For each set of pax details specified hostConnect checks to see whether the pax is one that is already in the booking or is a new pax. If a `PersonId` is specified then an existing set of pax details for the current booking is being used, and there must be a pax record for the current booking with the specified `PersonId`. Otherwise, the supplied title, forename, surname, date of birth / age and pax type are checked against all pax in the booking. If there is an existing pax in the booking that matches on all of these fields then that existing pax is

used. Otherwise a new pax for the booking is created. Note that at present hostConnect is not able to update details of a pax already in a booking.

Data item	Type	Description
Adults	Integer (0..99)	<p>Number of adults this booking is for. Required.</p> <p>For room-based options, this parameter is used to specify the number of adults that will occupy the specified <code>RoomType</code> (see below). The number of adults cannot exceed the room's capacity.</p> <p>For options of all types, if a pax limit has been defined for this option (via <code>MaxAdults</code> for example), a validation check is made to ensure the specified numbers of adults and children do not exceed the pax limits.</p> <p>Normally a quad room can take no more than four adults. However, if the pax limits for an accommodation option allow for more than four adults then a quad room booked for such an option can have up to the pax limit. An example of this is a large suite that can take up to 6 adults. Note that if the extra adult rate is non-zero, then the fifth and subsequent adults are charged at the extra adult rate.</p> <p>For group-based options, the number of adults plus children must not exceed the option's MPFCU, and the rate charged is the option rate. For apartment options the number of adults must not exceed MPFCU.</p>
Children	Integer (0..99)	<p>Number of children this booking is for. Optional (defaults to 0).</p> <p>Each option can be configured to define rates for children belonging to some age range. This data item is used to specify the number of attending children who are within this age range.</p> <p>For room-based options, any children over and above the room type's capacity will be charged at the extra child rate. For example, where there is an additional child rate and there are 2 adults and 2 children in a triple room then 1 child is charged at the extra child rate.</p> <p>For pax-based options, each child is charged at the child rate (and each adult at the adult rate).</p>
Infants	Integer (0..99)	Number of infants this booking is for. Optional (defaults to 0).
RoomType	String (2)	Room type being booked. This data item appears if and only if the option is room based. Legal values: <code>SG</code> (single), <code>TW</code> (twin), <code>DB</code> (double), <code>TR</code> (triple), <code>QD</code> (quad). The room type specified must be valid for the option being booked.
PersonId	Integer	The id of a person already in the booking (optional). If specified, then none of the other pax-related fields (Title through to PaxType) should be specified.
Title	String (10)	A person's title (optional).
TitleAlias	String (10)	A person's alternative title (optional). One use case is to store the title in another language and/or character set.
Forename	String (60)	A person's first name(s) (required for each set of pax details given in which <code>PersonId</code> is not specified).
ForenameAlias	String (60)	A person's alternative first name(s). Optional. One use case is to store the first name(s) in another language and/or character set.

Surname	String (60)	A person's surname (required for each set of pax details given in which <code>PersonId</code> is not specified).
SurnameAlias	String (60)	A person's alternative surname (optional). One use case is to store the surname in another language and/or character set.
DateOfBirth	Date	A person's date of birth (optional).
Age	Integer (0..200)	A person's age in years (optional). On input, <code>Age</code> is acted on only if <code>DateOfBirth</code> is not supplied. Note that internally Tourplan stores date of birth and not age. That means that if a pax added to a booking has an <code>Age</code> (and not a <code>DateOfBirth</code>) then a date of birth is calculated from <code>Age</code> and booking travel date. For pax details returned for a service line (by <code>GetBooking</code>) if the pax has a date of birth set then <code>Age</code> is returned (calculated from the service date and <code>DateOfBirth</code>).
PaxType	String (1)	A person's age category: A (Adult), C (Child) or I (Infant). Required for each set of pax details given in which <code>PersonId</code> is not specified.

Common group (except room configuration)

Data item	Type	Description
Opt	String (17)	Tourplan option identifier (Location + Service + Supplier + Option code). Either <code>Opt</code> or <code>OptionNumber</code> must be supplied.
OptionNumber	Integer	Tourplan option number. Either <code>Opt</code> or <code>OptionNumber</code> must be supplied.
RateId	String	An internal Tourplan identifier for this rate, as returned by <code>OptionInfo</code> for a stay pricing request for the option being booked, where the <code>DateFrom</code> and <code>SCUQty</code> are the same as those in the <code>AddService</code> request. Some existing hostConnect users might not do a stay pricing <code>OptionInfo</code> call before <code>AddService</code> . In this case a value of <code>Default</code> can be supplied for <code>RateId</code> , which means book the normal rate for the service line.
DateFrom	Date	Start date for the booking of this service. Required.
SCUQty	Integer	The number of second charge units required (second charge units are discussed in the <code>OptionInfo</code> section). Should only be specified for options that have SCUs. Defaults to 1.
OnRequest	Boolean	If true then the service is to be booked "on request" even if inventory is available; if false then the standard logic is used to determine whether the service line is confirmed or placed on request. Not relevant for quotes as all service lines for quotes are added on request. Defaults to false if not supplied.
SequenceNumber	Integer	If any "extras" are required, an <code>ExtraQuantities</code> element appears, which contains one or more <code>ExtraQuantityItem</code> elements. Each of these elements in turn contains a <code>SequenceNumber</code> that specifies which extra is required, as well as the quantity of that extra required.
ExtraQuantity	Integer	Specifies the quantity of each extra that is required. These fields are optional (0 is the default). The extra required is identified by the associated <code>SequenceNumber</code> . Extra <i>N</i> should only appear if <code>OptionInfo</code> indicated that extra <i>N</i> exists.
Consult	String (60)	Name of the consultant making the booking. Optional. Ignored if the <code>AgentID</code> supplied is a sub-login. Note that in some systems Consult is forced to upper case.
AgentRef	String (60)	Reference used by the agent to identify the booking. Optional.
Email	String (60)	An email contact address for the booking. In fact, this field can be used to store any booking-related notes that will fit into 60 characters. Optional. This value is stored in one of the 5 user text fields associated with the booking.
puTime	Time	Pick-up time. Optional (see note 1 below).
puRemark	String (256)	Pick-up remarks. Required for external rental car bookings; optional otherwise (see note 1 below).

puExternalPointID	Integer	An option or supplier-level Point_ID (the latter is only allowed if there are no option level pickup points) specifying a pickup location. Required for external rental car bookings; optional otherwise (see note 1 below).
doTime	Time	Drop-off time. Optional (see note 1 below).
doRemark	String (256)	Drop-off remarks. Required for external rental car bookings; optional otherwise (see note 1 below).
doExternalPointID	Integer	An option or supplier-level Point_ID (the latter is only allowed if there are no option level pickup points) specifying a dropoff location. Required for external rental car bookings; optional otherwise (see note 1 below).
Remarks	String (256 or 60000)	General remarks field. Optional (see note 1 below). This value is stored in the remarks field of the service line.
LocationCode	String	For options with replicated locations, specifies which location the service line requires (if not specified defaults to the location the option is defined for).
PriceCode	String (2)	Price code to book the service line under. Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).

Note 1: each service option is associated with an iCom service type. Each iCom service type has associated with it 5 boolean values that determine whether each of the various "remarks" fields (puTime , puRemark / puExternalPointID , doTime , doRemark / doExternalPointID and Remarks) is recorded for bookings of options of that iCom service type. For each of the five fields, it is ignored if the relevant boolean value is false.

Various validation checks are made. These include that DateFrom is not in the past, that it is possible to confirm the booking or put the service on request (whichever is relevant), that for room-based services the room will hold the number of adults and children specified and that SCUQty (if specified) is in the required range.

Note that the way in which a service line is costed depends on the service type of the option.

Output data items

For the reply message, there are several valid combinations of data items. Status is always returned. If hostConnect itself determines the service cannot be added (even on request) on the specified date then it will simply return a Status of NO, with no other values returned. Otherwise, the service line is added to the booking. In this case, ServiceLineId, Status and SeqNum are always returned, and Id and Ref are returned if this is the first service added to a new booking (in other words, if Id was not specified as an input data item).

Data item	Type	Description
BookingId	Integer	The booking id.
Ref	String	The booking reference.
ServiceLineId	Integer	A unique identifier for the new service line.
SequenceNumber	Integer	Sequence number (within date). The main use of the sequence number in Tourplan is in ordering service details in booking messages.

Status	String	<p>The inventory status of the service line just added. Status can take one of four values: <code>OK</code> (inventory has been reserved---not possible for a service added to a quote), <code>RQ</code> (the service is on request), <code>NO</code> (this service has been declined) or <code>XX</code> (the service line is marked as cancelled).</p> <p>Note that even if <code>hostConnect</code> has very recently indicated that inventory exists for a particular service option on a particular day, an attempt to book that inventory can put the service on request or even fail as it is possible that in the meantime all remaining inventory units have been allocated. For this reason, the <code>Status</code> value should always be checked to see whether inventory was successfully allocated or not.</p>
SubServiceLineId	Integer	<p>If the service line just added has caused other service lines to be added to the booking there is a <code>SubServiceLineIds</code> element returned, that contains one or more <code>SubServiceLineId</code> elements, each of which is the service line id of an additional service line. At present this happens in the following situations. First, where a service line is added as two or more service lines due to splitting on rate boundaries (note that very few Tourplan sites enable this). The main details returned by <code>AddService</code> are for the first service line. The service line ids of the other service lines are returned in <code>SubServiceLineIds</code>. Second, if optional package service lines are added at the same time as a package then their service line ids are returned in <code>SubServiceLineIds</code> (in this case the details of the package are the main return values of <code>AddService</code>).</p>
Services	XML element	<p>Details of the service lines just added, using the same service line structure as used in <code>GetBooking</code>. The first <code>Service</code> element is for the <code>ServiceLineId</code> service line. This is followed by one <code>Service</code> element for each <code>SubServiceLineId</code>. Note: not returned if <code>ReturnBooking</code> is true.</p>
GetBookingReply	XML element	<p>Full details of the booking. Returned if <code>ReturnBooking</code> is true.</p>

2.5 Delete Service

Request that a service be cancelled (if it is in a confirmed booking) or deleted (if the service is in a quote). A status code is returned that shows whether the request was successful or not. If the service is deleted, it is completely removed from the booking. If the service is cancelled, then the service remains in the booking, but its status is set to indicate that a cancellation has been requested (and a cancel penalty service line is created if a cancel penalty applies).

Note that the service line to be deleted is identified either by `ServiceLineId` or by `Date` **and** `SequenceNumber`. It is expected that `ServiceLineId` will be the preferred identification method, with `Date` / `SequenceNumber` provided for backwards compatibility.

Input data items

`AgentID`, `Password`, `booking identifier`, `ReturnBooking` and associated fields. Also:

Data item	Type	Description
ServiceLineId	Integer	Service line identifier.
Date	Date	Date of the service line to be deleted.
SequenceNumber	Integer	Sequence number of the service line to be deleted.

Output data items

Data item	Type	Description
BookingId	Integer	The booking id. Returned for audit purposes.

Ref	String	Tourplan booking reference. Returned for audit purposes.
ServiceLineId	Integer	Service line identifier. Returned for audit purposes.
Status	String	The new inventory status of the service line. If the service line has been deleted the status is <code>deleted</code> . Otherwise, the value will be one of those listed in the description of the <code>Status</code> return value for the <code>AddService</code> request.
CancelPenaltyServiceLineId	Integer	Returned if a cancel penalty was created, and is the service line id of the cancel penalty service line.

2.6 Cancel Services

Request that all services be cancelled in the specified booking. This request is only permitted if the `CanCancel` value for the booking is `Y`. For `CanCancel` to be true, it must be possible to cancel all service lines that are still required (have a `Status` of `OK` or `RQ`). Note that if there are no required service lines then `CanCancel` will be false. Also note that if any required service line is booked in an external system then `CanCancel` will be false. To cancel a booking containing this type of service line, first cancel each service line individually.

The new status of each service line is returned.

Input data items

`AgentID`, `Password`, `booking identifier`, `ReturnBooking` and associated fields.

Output data items

The new service line statuses are returned in the same format as that used by `QuoteToBook` to return statuses. Two additional fields can be returned in each `ServiceStatus` element (details below). The fields `BookingId` and `Ref` are returned for audit purposes.

Data item	Type	Description
CancelPenaltyServiceLineId	Integer	Returned if a cancel penalty was created for this service line by this <code>CancelServices</code> operation. It is the service line id of the cancel penalty service line.
CancelledServiceLineId	Integer	Returned if this service line is a cancel penalty created by this <code>CancelServices</code> operation. It is the service line id of the service line the cancel penalty was created for.

2.7 Quote to Book

Convert a quote to a confirmed booking.

Input data items

`AgentID`, `Password`, `booking identifier`.

Output data items

The status of each of the services within the booking is returned. When a service is added to a quote, no inventory is allocated. When a quote is converted to a confirmed booking, inventory is allocated for each service line in the booking. The statuses returned by `QuoteToBook` indicate whether inventory was successfully allocated or not.

A booking contains 0 or more service lines. A `ServiceStatuses` element contains details of all service statuses. It contains zero or more `ServiceStatus` elements, each of which contains details of one service status.

Data item	Type	Description
Ref	String	Tourplan booking reference.
ServiceLindId	Integer	Service line identifier.
Date	Date	Start date for the this service line.
SequenceNumber	Integer	Sequence number (within date) of this service line.
Status	String	The inventory status of the service line. See the description of the <code>Status</code> return data item for the <code>AddService</code> request for more information.

2.8 Get Booking

This request retrieves a booking. Note that for a booking to be retrieved successfully the agent requesting the booking must be the same as the agent who made the booking.

Input data items

`AgentID` , `Password` , `booking identifier`. Also:

Data item	Type	Description
ReturnRoomConfigs	Boolean	Optional (defaults to false). If false returns the room configuration using the old-style room configuration of just reporting Adults, Children, Infants and RoomType. If true then the new format for room configuration is used, giving the room configuration, and the pax records for each room configuration.
ReturnAccountInfo	Boolean	Optional (defaults to false). If true then accounting information is returned in an <code>AccountingDetails</code> element.
TranslationMethod TranslationLanguage	String(1) String(2)	Operate as per same input fields in <code>OptionInfo</code> . The following fields can have translations: <code>SupplierName</code> , <code>Description</code> , <code>Description2</code> , <code>Comment</code> , <code>Comment2</code> , <code>puRemark</code> , <code>doRemark</code> .

Output data items

We can separate return values into two groups: those that are related to the booking as a whole, and those that repeat zero or more times to give details of the service lines that the booking is made up of. Note that fuller descriptions of many of these data items can be found in the `AddService` section. The data items that apply to the overall booking are:

Data item	Type	Description
BookingId	Integer	The booking id.
Ref	String	Tourplan booking reference.
Name	String	Name of the party for whom the booking was made.
NameAlias	String	Alternative name for the booking.
QB	String	One character indicating whether this is a quote (<code>Q</code>) or a booking (<code>B</code>).
Consult	String	Name of the consultant making the booking.
AgentRef	String	Reference used by the agent to identify the booking.
Email	String	An email contact address for the booking.
TravelDate	Date	Date on which travel commences.
EnteredDate	Date	Date on which the booking was created.
Remarks	String	The long remarks field associated with the booking.
Dialogue	String	A dialogue of log entries entered externally via iCom (see <code>AddDialogueEntry</code> for how to add a new dialogue entry) and internally from within Tourplan.
BookingStatus	String	The status of the booking. Note that this is the iCom booking status (as configured in the iCom configuration settings) and not the two character Tourplan booking status.
Currency	String	The booking currency.

TotalPrice	Integer	The total price of the booking. Sum of all service line <code>LinePrice</code> values for service lines where <code>CostedInBooking</code> is <code>Y</code> .
AgentPrice	Integer	The total price of the booking less commission. Optional (only returned if hostConnect is configured to return agent pricing).
ReadOnly	Boolean	If true, then this booking is read-only, and cannot be modified via iCom.
CanAddServices	Boolean	If true, then service lines can be added to this booking using <code>AddService</code> , and if false they cannot. It is not possible to add services to bookings that are read-only, nor is it possible to add services to some non-internet bookings.
CanCancel	Boolean	If true, then this booking can be cancelled by using a <code>CancelServices</code> request.
BookingType	String	<code>F</code> for a fast book (FIT) booking, <code>G</code> for a group book booking. Currently <code>GetBooking</code> cannot return data for a group book booking (<code>ListBookings</code> can, however).
IsInternetBooking	Boolean	If true, then this booking is an internet booking. If false then this is a booking created in Tourplan.

If accounting details are returned then the following fields are returned in an `AccountingDetails` element.

Data item	Type	Description
InvoicedTotal	Integer	Total of all of the invoice (INV) transactions.
ReceivedTotal	Integer	Total of all of the receipt (REC) and cheque (CHQ) transactions.
CreditsTotal	Integer	Total of all of the credit note (CRD) transactions.
AmountDue	Integer	Amount of what has been invoiced that has not yet been paid.
FutureBilling	Integer	Amount that has not yet been invoiced.
Transactions	XML element	Details of the individual account transactions. If there are one or more transactions, then a <code>Transactions</code> element is present and contains one or more <code>Transaction</code> elements. The fields listed below appear in a <code>Transaction</code> element.
TransactionId	Integer	Database id of the transaction.
Date	Date	Date transaction occurred on.
TransactionRef	String	Transaction reference printed on documentation.
RelatedRef	String	The <code>TransactionRef</code> of a related transaction. For receipts and credit notes this is the transaction reference of the invoice that the receipt or credit note is related to.
TransactionType	String	One of INV (invoice), CHQ (cheque), REC (receipt) or CRD (credit note).
Amount	Integer	Tax inclusive transaction amount, in booking currency.

A booking contains zero or more service lines. A `Services` element contains zero or more `Service` elements, each of which contains complete details of one service line.

Each service line can have non-zero quantities for between 0 and 5 extras. Only extras with non-zero quantities are reported. If there are one or more non-zero extra quantities, then each is reported as a `ServiceExtra` element, all of which are within a `ServiceExtras` element.

The data items relating to room configuration are structured in the same way as they are for `AddService`. Whether the old or new style room configuration format is used is controlled by the input value of `ReturnRoomConfigs`.

If a service line is booked in an external system, then additional details are returned in the `ExternalServiceDetails` element.

Service lines appear in date/sequence number order.

Data item	Type	Description
ServiceLineId	Integer	Service line identifier.
Opt	String	Tourplan option identifier (Location + Service + Supplier + Option codes).
OptionNumber	Integer	Tourplan option number.

Date	Date	Start date for the booking of this service.
SequenceNumber	Integer	Sequence number (within date).
Adults	Integer	The number of adults booked for this service.
Children	Integer	The number of children booked for this service.
Infants	Integer	The number of infants booked for this service.
RoomType	String	The room type booked (appears only if the option service type is accommodation or package).
PersonId	Integer	Database id of this person record.
Title	String	Pax title (only present if one was entered).
TitleAlias	String	Alternative pax title (only present if one was entered).
Forename	String	Pax forename.
ForenameAlias	String	Alternative pax forename (only present if one was entered).
Surname	String	Pax surname.
SurnameAlias	String	Alternative pax surname (only present if one was entered).
Age	Integer	Pax age (only present if one was entered).
PaxType	String	A (adult), C (child) or I (infant).
CostedInBooking	Boolean	Specifies whether <code>LinePrice</code> is added in to the booking's <code>TotalPrice</code> . Usually this field is <code>Y</code> , and <code>LinePrice</code> is included in booking <code>TotalPrice</code> . One reason for a service line having a value of <code>N</code> here is that on some systems cancelled services do not contribute to the booking total. Another is that in some systems optional extra services are added into the booking, and do not contribute to the booking total (unless the agent decides to include the optional service). If this field is <code>N</code> then <code>LinePrice</code> shows the original price of the cancelled service, or how much the option service will cost if accepted.
LinePrice	Integer	The total price of this service line. Note that it is not always the case that the service line prices sum to the booking total price. This depends on the setup of the underlying Tourplan system (sometimes taxes or rebates are applied at the booking level).
SellCurrency SellPrice	String Integer	A few hostConnect systems are configured to return <code>LinePrice</code> converted to <code>SellCurrency</code> (the currency that the Tourplan user is transacting with the supplier). In such systems, this pair of fields is returned, giving the sell currency, and the <code>SellPrice</code> (<code>LinePrice</code> converted to <code>SellCurrency</code>). Often sell currency is the same as booking currency, in which case <code>SellPrice</code> and <code>LinePrice</code> are the same).
AgentPrice	Integer	The total price of the booking less commission. Optional (only returned if hostConnect is configured to return agent pricing).
SCU	String	The second charge unit (commonly night or day). Blank if the option does not have an SCU.
SCUqty	Integer	The number of second charge units required.
puTime	Time	Pick-up time (see note 1 for <code>AddService</code>).
puRemark	String	Pick-up remarks (see note 1 for <code>AddService</code>).
puExternalPointID	Integer	Point ID specifying a pick-up location (see note 1 for <code>AddService</code>). Only returned if a point ID has been assigned.
doTime	Time	Drop-off time (see note 1 for <code>AddService</code>).
doRemark	String	Drop-off remarks (see note 1 for <code>AddService</code>).
doExternalPointID	Integer	Point ID specifying a drop-off location (see note 1 for <code>AddService</code>). Only returned if a point ID has been assigned.
SupplierName	String	Supplier name this service is booked for.
Description	String	Option description of the option this service is booked for.
Description2	String	A second description of the option this service is booked for.

Comment	String	Option comment for the option this service is booked for. Each hostConnect implementation is configured either to always return this field or never to return it.
Comment2	String	A second comment for the option this service is booked for. Each hostConnect implementation is configured either to always return this field or never to return it.
CancelDeleteStatus	String	D if the service line can be deleted, C if it can be cancelled, blank if neither is possible.
CanUpdate	Boolean	True if an AmendRemarks request can be made on this service line.
CanAccept	Boolean	True if an AcceptService request can be made on this service line.
PriceCode	String (2)	Price code of rates used on this service line. Optional. This field is not available at some hostConnect sites (depends on configuration settings in hostConnect).
Remarks	String	General remarks field (see note 1 for AddService).
LinkedServiceLineId	Integer	Non-zero if this service is related to another service in the booking, and neither are involved in a package. Currently only use is for the return of services booked via a third-party provider or a fixed service. In product like externally sourced air the field is used to identify each sector of the flight
Status	String	The inventory status of the service line. See the description of the Status return value for the AddService request for more information. Status is only returned for services lines within confirmed bookings (not those within quotes).
HeaderServiceLineId	Integer	If this service line is a part of a package, then this field gives the service line id of the package header. Will only be present if the service line was originally an optional component of a package.
SubServiceLineId	Integer	If this service line is a package header service line that has additional service lines associated with it (which were originally optional components of the package) then there is a SubServiceLineIds element returned, that contains one or more SubServiceLineId elements, each of which is the service line id of an originally optional service line associated with the package.
CancelPolicies	XML element	See Cancellation policies section for details.
CancelPenaltyServiceLineId	Integer	Returned if this service line has had a cancel penalty created for it, and is the service line id of the cancel penalty service line.
CancelledServiceLineId	Integer	Returned for a cancel penalty service line to identify the service line it was created for.
LocationCode	String	Location code the service line was booked under.
SequenceNumber	Integer (1..5)	Number identifying a particular extra
Quantity	Integer	The quantity of one extra included in the service line.
Description IsPricePerPerson ChargeBasis IsCompulsory		Additional information about an extra (see the OptionInfo section for details of these elements).
ExtSupplierId	String	The identifier for the supplier used in the external system.
ExtOptionId	String	The identifier for the option used in the external system.
ExtOptionDescr	String	Option description used in the external system.
ExtRatePlanCode	String	The external system's rate plan code for the rate returned.
ExtRatePlanDescr	String	Description of the rate plan code.
CancelPolicies , AdditionalDetails	XML elements	See the OptionInfo section for details of these elements. Note: the CancelPolicies element in question is a child element of the ExternalServiceDetails element.

2.9 Price Booking (**removed**)

This request is no longer supported.

2.10 Set Booking Remarks

Associated with each booking is a general-purpose remarks field. Unlike most other booking-related fields, this field cannot be set in the `AddService` request (though its value is returned by `GetBooking`). Instead, it must be set using the `SetBookingRemarks` request. The existing value in the remarks field is overwritten.

Input data items

`AgentID`, `Password`, `booking identifier`. Also:

Data item	Type	Description
<code>Remarks</code>	String (60000)	The remarks being recorded. Required.

Output data items

On success, an empty response message is returned.

2.11 `GetBookingMessage`

This request retrieves the specified Tourplan message generated for the specified booking. The message types available, and the format of each message type are site-specific.

Input data items

`AgentID`, `Password`, `booking identifier`. Also:

Data item	Type	Description
<code>MessageLabel</code>	String	A message label returned by <code>GetSystemSettings</code> (must be a quote label if the booking specified is a quote, otherwise must be a booking label).
<code>Language</code>	String	If possible, use the version of the message for the given language code. If there is no version of the message for that language, the default language version will be used.
<code>OutputFormat</code>	String	Format that the message is returned in. One of txt (plain text), pdf, html or docx. Optional (defaults to html).

Output data items

Data item	Type	Description
<code>OutputFormat</code>	String	Format that the message is returned in. One of txt (plain text), pdf, html or docx.
<code>Message</code>	String	The message generated from the specified booking using the specified message template. Note that if the output format is pdf or docx then the contents of this field are encoded in base64 format.

2.12 Resequence

The sequence numbers assigned to the various service lines play a part in determining the order of service lines in Tourplan messages. Service lines appear in increasing date order. The order of service lines on the same date is determined by the sequence numbers of those service lines. The `Resequence` request provides a way to change the sequence number order of the service lines in a booking. A list of two or more service line ids is given. The sequence numbers of the service lines listed are changed so as to make the order of the service lines in the booking match the order specified. Note that it is an error for the order given to not match

the date order of the service lines. The request might list all service lines in the booking, although this is not required. Note that any service line not listed in the input may or may not have its sequence number changed, and may appear in any order with respect to any other service lines on the same day.

The request returns the sequence numbers of **all** service lines in the booking.

Input data items

AgentID , Password , booking identifier. Also:

Data item	Type	Description
ServiceLineId	Integer	Service line identifier. In fact multiple service line identifiers can be specified (at least two are required) by having a series of <code>ServiceLineId</code> elements within a <code>NewSequence</code> element.

Output data items

Details are returned of the current sequence numbers of all service lines in the booking (not just the ones specified in the request). A `LineSequenceNumbers` element contains details of all service line identifiers and sequence numbers, each pair of which is within a `LineSequenceNumber` element.

Data item	Type	Description
ServiceLineId	Integer	Service line identifier.
SequenceNumber	Integer	The sequence number of the service line (which may or may not have been changed by the request).

2.13 Add Dialogue Entry

Associated with each booking is a dialogue containing entries submitted externally via iCom from agents, and entries submitted internally via Tourplan for viewing by agents. This request adds a new entry to the dialogue.

Input data items

AgentID , Password , booking identifier. Also:

Data item	Type	Description
DialogueEntry	String (1500)	The new dialogue entry. Required.

Output data items

Data itemTypeDescription

`Dialogue` StringThe contents of the dialogue after the new entry has been added.

2.14 Get Location

The `GetLocation` request returns a list of all location codes and names used in the system. Note that each `Opt` option identifier contains a location code.

Input data items

AgentID , Password .

Output data items

A `Locations` element contains details of all locations, each pair of which is within a `Location` element.

Data item	Type	Description
Code	String (3)	The location code.
Name	String	The location name.

2.15 Get Services

The `GetServices` request returns a list of all service codes and names used in the system. Note that each `Opt` option identifier contains a service code.

Input data items

`AgentID` , `Password` .

Output data items

A `TPLServices` element contains details of all service codes and names, each pair of which is within a `TPLService` element.

Data item	Type	Description
Code	String (2)	The service code.
Name	String	The service name.

2.16 Supplier Info

The `SupplierInfo` request returns details of one or more suppliers.

Each supplier has two unique identifiers: its supplier code and its supplier number. Of the two, the supplier number is much less likely to change over time, and so is the best choice as the primary form of supplier identification in a system using hostConnect to interact with a Tourplan system. The supplier code will very likely change if the supplier name changes, and supplier name changes are not uncommon.

Suppliers are specified to the `SupplierInfo` request as zero or more supplier codes and zero or more supplier numbers (at least one supplier code or supplier number must be specified).

Input data items

`AgentID` , `Password` . Also:

Data item	Type	Description
<code>SupplierCode</code>	String (6)	Tourplan supplier code. Zero or more supplier codes are to be specified. A <i>pattern</i> is a supplier code that contains one or more <code>?</code> characters. When a pattern is specified it is checked against all supplier codes, and details about those that match the pattern are returned.
<code>SupplierId</code>	Integer	Tourplan supplier number. Zero or more supplier numbers are to be specified.
<code>NoteCategory</code>	String (3)	If specified then only notes with this category are returned (otherwise all note categories are returned).
<code>NoteFormat</code>	String	Format to return notes in. One of T (plain text returned), H (HTML returned) or S (format note is stored in, which will be text or HTML). Optional (defaults to T).

Info	String (1)	L for replicated location information, location codes only P for replicated location information with location codes and pickup points.
LocationCode	String (3)	Specifies that only SupplierLocations matching this code should be returned (if a LocationCode is supplied then Info is treated as containing P, but restricted to the location specified).
TranslationMethod	String(1)	Translation method to be used to decide what language to target for translation of multi language fields. One of A (translated to Agent language, will use the agent login language if one is available), L (translated to specific language defined by TranslationLanguage parameter). Default is no translation. Optional. The following fields can have translations: SupplierName , Address1 to Address5 , PointDescription , NoteText .
TranslationLanguage	String(2)	Only relevant for TranslationMethod=L. Specifies the 2 character language code that is the target for translation of multi language fields. Optional.

Output data items

A `Suppliers` element contains details of all suppliers, with details for each supplier within a `Supplier` element.

A supplier has zero or more notes, each of which has a category and the actual text of the note.

A supplier has zero or more FYI messages, each of which applies over a certain period. An FYI can be used for recording when renovations will be done at a hotel, for example. Details of each FYI stored in a `FYI` element.

A supplier has zero or more amenities (for a hotel amenities might include swimming pool and broadband internet). For each amenity there is a category, an optional code, a description and a level indicator. Details of each amenity are stored in an `Amenity` element.

A supplier has zero or more `SupplierLocation` elements (depending on what is set in the `Info` input string). A `SupplierLocation` is made of up a location code and zero or more `PickupPoints` elements (whether pickup points are returned is determined by the `Info` input string). More detail on the `SupplierLocation` element is provided in the `OptionInfo` section.

Data item	Type	Description
SupplierId	Integer	Supplier number.
Code	String (6)	The supplier code.
Name	String	The supplier name.
LastUpdate	UTC timestamp	The time of the most recent change to information on this supplier.
Address1 Address2 Address3 Address4 Address5 PostCode	String	The supplier's address.
SupplierAnalysis1 to SupplierAnalysis6 ; SupplierAnalysisDescription1 to SupplierAnalysisDescription6	String	The supplier analysis codes and descriptions. Tourplan has 6 supplier analysis codes. Configuration settings determine which (if any) are returned by hostConnect.
Phone	String	Supplier phone number (omitted if blank). Phone numbers are available if returning of supplier contact details is enabled.
Fax	String	Supplier fax number (omitted if blank). Fax numbers are available if returning of supplier contact details is enabled.

Email	String	Supplier email address (omitted if blank). Email addresses are available if returning of supplier contact details is enabled.
Web	String	Supplier web page URL (is omitted if blank). Web page URLs are available if returning of supplier contact details is enabled.
NoteCategory	String	The note category code (the type of note this is).
NoteText	String	The contents of the note.
LastUpdate	UTC timestamp	When the note was last changed.
DateFrom	Date	The start of the period of an FYI.
DateTo	Date	The end of the period of an FYI.
FYIText	String	The FYI message.
AmenityLevel	String	S for a supplier amenity and O for an option amenity (SupplierInfo always returns supplier level amenities; OptionInfo can return supplier and option level amenities).
AmenityCode	String	Amenity code (for standard amenities). Amenities codes differ from Tourplan system to Tourplan system.
AmenityCategory	String	Amenity category. Amenities categories differ from Tourplan system to Tourplan system.
AmenityDescription	String	Textual description of the amenity.
SupplierLocation		Code and List of PickupPoints

2.17 List Bookings

The `ListBookings` request returns header-level details of zero or more bookings made by the specified agent that meet **all** of the criteria specified. If a sub-login is supplied then only details of bookings associated with that sub-login are returned.

Input data items

`AgentID` , `Password` . Also:

Data item	Type	Description
TravelDateFrom	Date	Only details for bookings that travel on or after this date are returned. Optional.
Ref	String	Only details for the booking with this booking reference are returned. Optional.
BookingId	Integer	Only details for the booking with this booking id are returned. Optional.
TravelDateTo	Date	Only details for bookings that travel on or before this date are returned. Optional.
EnteredDateFrom	Date	Only details for bookings created on or after this date are returned. Optional.
EnteredDateTo	Date	Only details for bookings created on or before this date are returned. Optional.
NameContains	String	Only details for bookings whose booking name or name alias contains this string are returned. Optional.
AgentRef	String	Only details for bookings whose agent reference equals this string are returned. Optional.
Currency	String	Only details for bookings in this currency are returned. Optional.
BookingTypes	String	If <code>A</code> then details of all bookings are returned, including group book bookings. Access to group book bookings has been provided to give access to accounting information on group book bookings. It is not possible to call <code>GetBooking</code> for a group book booking. Also, it is not possible to change a group book booking in any way. Optional.

Output data items

A `BookingHeaders` element contains details of bookings, with details for each booking within a `BookingHeader` element.

The fields returned are a subset of those returned in `GetBooking`: `BookingId`, `Ref`, `Name`, `NameAlias`, `QB`, `Consult`, `AgentRef`, `TravelDate`, `EnteredDate`, `BookingStatus`, `BookingType`, `IsInternetBooking`, `Currency`, `TotalPrice`, `AgentPrice` and `AccountingDetails`.

Note that use of `TotalPrice` and `AgentPrice` is deprecated, as occasionally it can return 0 instead of the actual price (use `GetBooking` to get this information).

2.18 Get Agent Sub Logins

The `GetAgentSublogins` request returns a list of all sub-logins associated with the specified agent login. If the login is the main agent login then details of all sub-logins for that agent are returned. If the login is a sub-login then only details for that sub-login are returned.

Input data items

`AgentID`, `Password`.

Output data items

A `Sublogins` element contains details of all sub-logins, with details for each sub-login within a `Sublogin` element.

Data item	Type	Description
<code>AgentID</code>	String	The sub-login code.
<code>Name</code>	String	The name associated with this sub-login.
<code>Title</code>	String	A title associated with this sub-login (optional).
<code>Forename</code>	String	The forename associated with this sub-login (optional).
<code>Surname</code>	String	The surname associated with this sub-login (optional).
<code>Address1</code>	String	The first of up to 5 address lines that can be associated with this sub-login (optional).
<code>Address2</code>	String	The second of up to 5 address lines that can be associated with this sub-login (optional).
<code>Address3</code>	String	The third of up to 5 address lines that can be associated with this sub-login (optional).
<code>Address4</code>	String	The fourth of up to 5 address lines that can be associated with this sub-login (optional).
<code>Address5</code>	String	The fifth of up to 5 address lines that can be associated with this sub-login (optional).
<code>PostCode</code>	String	The post code for the address that can be associated with this sub-login (optional).
<code>ContactPhone</code>	String	The contact phone number that can be associated with this sub-login (optional).
<code>MobilePhone</code>	String	The mobile phone number that can be associated with this sub-login (optional).
<code>Fax</code>	String	The fax number that can be associated with this sub-login (optional).
<code>Email</code>	String	The email address that can be associated with this sub-login (optional).
<code>Indicator1</code>	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).
<code>Indicator2</code>	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).
<code>Indicator3</code>	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).

2.19 Add Agent Sub Logins

The `AddAgentSublogin` request adds a new sub-login for the specified agent (note that the `AgentID` supplied must be that of the main agent login).

Input data items

AgentID , Password . Also:

Data item	Type	Description
AgentSublogin	String	The new sub-login code (whose prefix must match the AgentID in this request). No more than 54 characters are allowed after the prefix. Required.
AgentSubPassword	String (40)	The password for the new sub-login (required).
Name	String (60)	The name associated with the new sub-login (required).
Title	String (10)	A title associated with the new sub-login (optional).
Forename	String (60)	The forename associated with the new sub-login (optional).
Surname	String (60)	The surname associated with the new sub-login (optional).
Address1	String (60)	The first of up to 5 address lines that can be associated with the new sub-login (optional).
Address2	String (60)	The second of up to 5 address lines that can be associated with the new sub-login (optional).
Address3	String (60)	The third of up to 5 address lines that can be associated with the new sub-login (optional).
Address4	String (60)	The fourth of up to 5 address lines that can be associated with the new sub-login (optional).
Address5	String (60)	The fifth of up to 5 address lines that can be associated with the new sub-login (optional).
PostCode	String (12)	The post code for the address that can be associated with the new sub-login (optional).
ContactPhone	String (60)	The contact phone number that can be associated with the new sub-login (optional).
MobilePhone	String (60)	The mobile phone number that can be associated with the new sub-login (optional).
Fax	String (60)	The fax number that can be associated with the new sub-login (optional).
Email	String (60)	The email address that can be associated with the new sub-login (optional).
Indicator1	Boolean	A user-defined boolean field that can be associated with the new sub-login (optional).
Indicator2	Boolean	A user-defined boolean field that can be associated with the new sub-login (optional).
Indicator3	Boolean	A user-defined boolean field that can be associated with the new sub-login (optional).

Output data items

On success, an empty response message is returned.

2.20 Update Agent Sub Login

The `UpdateAgentSublogin` request modifies the password of the main login or the password and associated details of an existing sub-login. Modification of the details of the main agent is not permitted. If the AgentID supplied is the main login then the main login or any of that agent's sub-logins can be modified. If the the AgentID supplied is a sub-login then only that sub-login can be modified.

Input data items

AgentID , Password . Also:

Data item	Type	Description
AgentSublogin	String	The sub-login to be modified.
AgentSubPassword	String (40)	The new password (optional).

Name	String (60)	The new name for the sub-login (optional).
Title	String (10)	A title associated with this sub-login (optional).
Forename	String (60)	The forename associated with this sub-login (optional).
Surname	String (60)	The surname associated with this sub-login (optional).
Address1	String (60)	The first of up to 5 address lines that can be associated with this sub-login (optional).
Address2	String (60)	The second of up to 5 address lines that can be associated with this sub-login (optional).
Address3	String (60)	The third of up to 5 address lines that can be associated with this sub-login (optional).
Address4	String (60)	The fourth of up to 5 address lines that can be associated with this sub-login (optional).
Address5	String (60)	The fifth of up to 5 address lines that can be associated with this sub-login (optional).
PostCode	String (12)	The post code for the address that can be associated with this sub-login (optional).
ContactPhone	String (60)	The contact phone number that can be associated with this sub-login (optional).
MobilePhone	String (60)	The mobile phone number that can be associated with this sub-login (optional).
Fax	String (60)	The fax number that can be associated with this sub-login (optional).
Email	String (60)	The email address that can be associated with this sub-login (optional).
Indicator1	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).
Indicator2	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).
Indicator3	Boolean	A user-defined boolean field that can be associated with this sub-login (optional).

Output data items

On success, an empty response message is returned.

2.21 Delete Agent Sub Login

The `DeleteAgentSublogin` request removes a sub-login for the specified agent (note that the AgentID supplied must be that of the main agent login for the agent whose sub-login is being deleted).

Input data items

`AgentID` , `Password` . Also:

Data item	Type	Description
AgentSublogin	String	The sub-login code for the sub-login being deleted (required).

Output data items

On success, an empty response message is returned.

2.22 Amend Service Remarks

Request that a one of more of the remarks fields of a service line be updated.

Input data items

`AgentID` , `Password` , `booking identifier`. Service lines are identified as per `DeleteService` (using `ServiceLineId` , or `Date` and `SequenceNumber`). The following data items are permitted (all are optional; see `AddService` for field details): `puTime` , `puRemark` , `puExternalPointID` , `doTime` , `doRemark` , `doExternalPointID` , `Remarks` .

Note that pickup and dropoff fields (those with pu and do prefixes) cannot be changed for external rental car service lines.

Output data items

None.

2.23 Get System Settings

The `GetSystemSettings` request returns information about the overall system settings.

Input data items

`AgentID` , `Password` .

Output data items

The information returned consists of a number of simple fields, a `Countries` element that contains details of each country (its name, and a list of destinations within the country), an `AvailableMessages` element containing a list of the names of the standard iCom messages available, and a `BookingStatuses` element that lists the valid non-blank `BookingStatus` values (blank is often a possible value, but is not returned in this list of booking statuses).

Data item	Type	Description
<code>QuotesEnabled</code>	Boolean	Specifies whether it is possible to create quotes using <code>AddService</code> . If true both quotes and bookings can be created; if false only bookings can be created.
<code>QuoteMessageLabel</code>	String	Label of one of the standard messages that can be retrieved for a quote (by passing the label as <code>MessageLabel</code> in a <code>GetBookingMessage</code> request).
<code>BookingMessageLabel</code>	String	Label of one of the standard messages that can be retrieved for a booking (by passing the label as <code>MessageLabel</code> in a <code>GetBookingMessage</code> request).
<code>IsAgentDialogueEnabled</code>	Boolean	True if <code>AddDialogueEntry</code> requests are permitted; false if they are not.
<code>CountryName</code>	String	Name of a country. Often multiple countries are not defined, in which case all destination names are returned within the country <code>(Unspecified)</code> .
<code>DestinationName</code>	String	Name of an iCom destination. One technique for searching for options with the <code>OptionInfo</code> request is based on specifying a (<code>DestinationName</code> , <code>ButtonName</code>) pair.
<code>BookingStatus</code>	String	A booking status that can be returned by <code>GetBooking</code> or <code>ListBookings</code> .

2.24 Get Service Buttons

The `GetServiceButtons` request returns a list of all service buttons names.

Input data items

`AgentID` , `Password` .

Output data items

A `ButtonNames` element is returned that contains `ButtonName` elements.

Data item	Type	Description
<code>ButtonName</code>	String	Name of an iCom service button. One technique for searching for options with the <code>OptionInfo</code> request is based on specifying a (<code>DestinationName</code> , <code>ButtonName</code>) pair.

2.25 Get Service Button Details

The `GetServiceButtonDetails` request returns information on the specified service button. Service buttons are primarily a way of grouping options for searching purposes (using `OptionInfo`), but also have some influence on how service options are booked (the various remarks fields that are accepted, for example).

This request was added to support Tourplan webConnect, and many of the fields returned are likely to be of little interest to other hostConnect users.

Input data items

`AgentID`, `Password`. Also:

Data item	Type	Description
<code>ButtonName</code>	String	The name of the iCom service button whose details are required. Required.
<code>DestinationName</code>	String	The name of a destination (optional). If this field is specified then additional information is returned about the specified destination in the specified service button.

Output data items

Two groups of data items are returned. One group is always returned. The second group is returned only if `DestinationName` is specified in the input.

Data items always returned

The information returned consists of a number of simple fields, a `Countries` element (whose structure is the same as for the `GetSystemSettings` request) and a `RemarksDetails` element that contains details of which remarks fields can be entered for service options associated the service buttons, and screen labels to use.

Data item	Type	Description
<code>ScuPrompt</code>	String	If it is recommended that <code>OptionInfo</code> requests for this service button include <code>SCUQty</code> (or <code>DateTo</code>) the <code>ScuPrompt</code> is returned and is the screen label to use for the quantity field (such as <code>Night(s)</code> for an Accommodation service button. Optional.
<code>RoomBased</code>	Boolean	True if service options for this service button are predominantly room-based.
<code>ClassLabel</code>	String	Screen label to use when displaying classes for this service button. It might be <code>Star rating</code> for an accommodation service button, or <code>Vehicle type</code> for a car rental service button.
<code>DisplayOptionsWithZeroRates</code>	Boolean	If true then it is recommended that options with no rates should still be displayed (intended for use by Tourplan webConnect).
<code>PickupLabel</code>	String	Screen label to use for <code>AddService</code> fields <code>puTime</code> and <code>puRemark</code> for this service button.
<code>PickupTimeAllowed</code>	Boolean	Is entry of <code>AddService</code> field <code>puTime</code> allowed for this service button.
<code>PickupRemarksAllowed</code>	Boolean	Is entry of <code>AddService</code> field <code>puRemark</code> allowed for this service button.
<code>DropoffLabel</code>	String	Screen label to use for <code>AddService</code> fields <code>doTime</code> and <code>doRemark</code> for this service button.
<code>DropoffTimeAllowed</code>	Boolean	Is entry of <code>AddService</code> field <code>doTime</code> allowed for this service button.
<code>DropoffRemarksAllowed</code>	Boolean	Is entry of <code>AddService</code> field <code>doRemark</code> allowed for this service button.
<code>RemarksLabel</code>	String	Screen label to use for <code>AddService</code> field <code>doRemarks</code> for this service button.
<code>RemarksAllowed</code>	Boolean	Is entry of <code>AddService</code> field <code>Remarks</code> allowed for this service button.
<code>CountryName</code> <code>DestinationName</code>	String String	A <code>Countries</code> elements (containing these fields) is returned. Names of destinations with no options linked to the service button are not returned. Likewise, the names of countries with no options linked to the service button are not returned.

Data items returned when `DestinationName` is supplied

If there are no options found with the `ButtonName` , `DestinationName` specified in the input, then the `LocalityDescriptions` , `ClassDescriptions` and `CodeTables` elements are not returned.

Data item	Type	Description
<code>DestinationName</code>	String	The <code>DestinationName</code> supplied in the request.
<code>LocalityDescription</code>	String	Locality descriptions are returned in a <code>LocalityDescriptions</code> element. These are the localities used by the options associated with the service button and destination combination specified in the input.
<code>ClassDescription</code>	String	Zero or more class descriptions are returned in a <code>ClassDescriptions</code> element. These are the classes used by the options associated with the service button and destination combination specified in the input.
<code>CodeTableType</code>	String	If there are one or more options for the specified service button / destination combination, and <code>hostConnect</code> is configured to return one or more of the database or supplier analysis codes, then a <code>CodeTables</code> element is returned containing one or more code tables (each code table is returned in a <code>CodeTable</code> element). Each code table has a <code>CodeTableType</code> that specifies which code table the entries are from. Valid values are DB1 (database analysis code 1) to DB6, and CR1 (supplier analysis code 1) to CR6.
<code>Code</code> , <code>Description</code>	Strings	For each code table returned there is a <code>CodeTableEntries</code> element containing one or more <code>CodeTableEntry</code> elements. Each <code>CodeTableEntry</code> element contains a <code>Code</code> value and its <code>Description</code> .

2.26 Accept Service

Accept an optional service line. An optional service line is one that does not cost into the booking (`CostedInBooking` is returned as `Y`). If `CanAccept` is returned as `Y` then `hostConnect` can be told (via this request) that the service line is accepted. This has the effect of changing the status of the service to confirm the user's interest, and to add the service line total in to the booking total. This can be used for optional package components, or where a hotel stay has been added to a booking in an optional way because the originally requested hotel was not available.

Input data items

`AgentID` , `Password` , [booking identifier](#) . Service lines are identified using `ServiceLineId` .

Output data items

None.

2.27 Update Booking

This request allows some of the booking-level fields that can be set using `AddService` to be updated (see `AddService` for field details). These fields are optional, and only those specified are changed.

Details of pax already in the booking can be changed by supplying `PaxList` . For each `PaxDetails` element, `PersonId` must be supplied. Fields that can affect cost (`DateOfBirth` , `Age` , `PaxType`) cannot be supplied. Only pax names added from `hostConnect` can be updated.

Input data items

`AgentID` , `Password` , [booking identifier](#) , `Consult` , `AgentRef` , `Email` , `PaxList` .

2.28 Get Supplier Service Lines

This request gives a supplier access to service lines booked with that supplier. Only service lines that meet `all` of the specified filters are returned.

Input data items

`Password` . Also:

Data item	Type	Description
<code>SupplierLogin</code>	String	This request requires a supplier login, rather than an <code>AgentId</code>
<code>GetForChain</code>	Boolean	If false (the default), the service lines returned are those for the supplier whose login is <code>SupplierLogin</code> . If true, the service lines returned are those for the suppliers whose Master Supplier is the supplier whose login is <code>SupplierLogin</code> .
<code>Opt</code> <code>OptionNumber</code>	String Integer	It is possible to restrict service lines to just those for a particular option (identified by option code or option number). If an option code is supplied then the location code can be either the actual location code, or a replicated location. If the former, then all service lines for the option are returned. If the latter, then only service lines with a matching replicated location are returned.
<code>TravelDateFrom</code>	Date	Only return details of service lines whose <code>Date</code> is on or after <code>TravelDateFrom</code> . Optional.
<code>TravelDateTo</code>	Date	Only return details of service lines whose <code>Date</code> is on or before <code>TravelDateTo</code> . Optional.
<code>EnteredDateFrom</code>	Date	Only return details of service lines created on or after <code>EnteredDateFrom</code> . Optional.
<code>EnteredDateTo</code>	Date	Only return details of service lines created on or before <code>EnteredDateTo</code> . Optional.
<code>TourplanServiceStatus</code>	String	One or more <code>TourplanServiceStatus</code> elements can be supplied in a <code>TourplanServiceStatuses</code> element. If one or more <code>TourplanServiceStatus</code> values are given then only service lines whose status is one the the states supplied are returned. Optional.
<code>ServiceLineId</code>	Integer	If <code>ServiceLineId</code> is supplied then only service lines with the specified id are returned. This means either one service line is returned (if it exists, and meets any other filter criteria specified) or no service lines are returned. Optional.

Output data items

One or more `SupplierServiceLine` elements are returned in a `SupplierServiceLines` element (if there are no service lines then no `SupplierServiceLines` element is returned). Most of the elements returned in a `SupplierServiceLine` are also returned in by `GetBooking` . Refer to the [GetBooking](#) documentation for information on these fields. Prior to version 2.4.5, the only details returned for a `ServiceExtra` were sequence number and quantity. From 2.4.5, the full set of fields is returned for any extra also returned by `GetBooking` (deleted and hidden extras are not returned by `GetBooking`). The remaining fields are documented below.

Data item	Type	Description
<code>BranchName</code>	String	Name of the branch making the booking.
<code>DepartmentName</code>	String	Name of the department making the booking
<code>AgentCode</code>	String	Code of the agent making the booking.
<code>AgentName</code>	String	Name of the agent making the booking.
<code>UDText1</code> to <code>UDText5</code>	String	Booking user defined text fields, numbered 1 through to 5
<code>TourplanConsultantName</code>	String	Name of the consultant managing the booking
<code>TourplanConsultantEmail</code>	String	Email address of the consultant managing the booking.
<code>SupplierCode</code>	String	Tourplan supplier code.
<code>SupplierId</code>	Integer	Tourplan supplier number.
<code>EnteredDate</code>	Date	Data service line was created.

Adults Children Infants	Integer	The numbers of adults, children and infants booked on the service line, totalled across all rooms.
SingleCount , TwinCount , DoubleCount , TripleCount , QuadCount , OtherCount	Integer	The numbers of each room type booked on the service line.
TourplanServiceStatus	String	Tourplan status of the service line.
PriceCode	String	Price code used in the service line.
CostCurrency	String	Currency code of cost amount.
CostExclusive	Integer	Cost of the service line (in cents) exclusive of tax. To get the inclusive amount add CostExclusive and CostTax .
CostTax	Integer	Tax component of cost.

2.29 Supplier Update Service Lines

This request allows a supplier limited edit access to service lines booked against their product.

Input data items

Password . Also:

Data item	Type	Description
SupplierLogin	String	This request requires a supplier login, rather than an AgentId
SupplierUpdateServiceLines	XML	This is a collection of the SupplierUpdateServiceLine elements that describe the service lines to manipulate and the changes required.

The SupplierUpdateServiceLines group

This group contains the list of manipulations to perform where each SupplierUpdateServiceLine element identifies a service line and the related changes.

Data item	Type	Description
ServiceLineId	Integer	The ID of the service line to be manipulated.
SupplierConfirmation	String	The new supplier confirmation code that should be applied to the service line (not changed if not supplied).
TourplanServiceStatus	String	The new service status that should be applied to the service line (not changed if not supplied).

Output data items

One or more ServiceLineId elements are returned in a SupplierUpdatedServices element, one ID per line that was updated. The SupplierUpdatedServices element will not be present if no updates were made.

One or more SupplierFailedServiceUpdate elements are returned in a SupplierFailedServiceUpdates element, one entry per line that failed to update.

Data item	Type	Description
SupplierUpdatedServices	XML element	A list of service lines that were updated.
SupplierFailedServiceUpdates	XML element	A list of service lines that failed to update.

The SupplierFailedServiceUpdates group

This group contains the list of service line updates that failed along with the reason for the failures. Each entry detailing one line that failed to update.

Data item	Type	Description
ServiceLineId	Integer	The ID of the service line that failed to update.
UpdateFailureCode	String	The code that identifies the reason for failure.
UpdateFailureReason	String	The error message that describes the reason for the failure.

2.30 Get Product Search Data

This request provides all data needed to support product search. The data is available from other requests (GetLocations, GetSystemSettings, GetServiceButtons, GetServiceButtonDetails). The reason for adding GetProductSearchData is that it enables a client to make a single request to get back data that might require hundreds of requests using the original set of requests.

Input data items

AgentId , Password .

Output data items

There are three top level elements in the reply: CodeTables , CountryList and ServiceButtons . Each is explained in a section below.

The CodeTables element

Data item	Type	Description
CodeTableType	String	<p>The CodeTables element returned contains a number of code tables (each code table is returned in a CodeTable element). Each code table has a CodeTableType that specifies which code table the entries are from. Valid values are:</p> <ul style="list-style-type: none"> • LOC: locations • LCL: localities • CLS: classes • CTR: countries • DST: destinations • DB1 to DB6: database analysis codes 1 to 6 • CR1 to CR6: supplier analysis codes 1 to 6 <p>Which of the DB and CR tables are present (if any) is determined by system configuration. Also, empty code tables are omitted.</p>
Code , Description	Strings	<p>For each code table returned there is a CodeTableEntries element containing one or more CodeTableEntry elements. Each CodeTableEntry element contains a Code value and its Description .</p>

The CountryList element

Data item	Type	Description
CountryCode	String	Details for a country are returned in a CountryInfo element. CountryCode identifies which country the information in a CountryInfo element is for.
DestinationCode	String	A CountryInfo element contains DestinationCode elements, each of which contains the code of a destination in the country.

The ServiceButtons element

Data item	Type	Description
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<code>ServiceButton</code>	XML element	A <code>ServiceButton</code> element is returned for each service button. The <code>ButtonCountries</code> child element contains details of codes used in options associated with the service button. The remaining fields are covered in the <code>GetServiceButtonDetails</code> documentation
<code>CountryCode</code>	String	Code lists are returned for each destination, and destinations are grouped by country. This field identifies a country.
<code>DestinationCode</code>	String	Identifies a destination.
<code>CodeTableType</code>	String	For each destination, details of a number of code tables are returned. This field identifies which code table a list of codes is for.
<code>Code</code>	String	An code value that is used in at least one option, that is linked to the relevant service button / destination combination.