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# OpenTravel™ Alliance

# Message Users Guide

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# Section 1— Introduction & Getting Started with the OpenTravel Specification

## Introducing The OpenTravel Alliance

The OpenTravel Alliance is passionate about solving the problems inherent in connecting multiple systems within the complex travel distribution arena. OpenTravel's mission is to engineer specifications that make data transmission flow smoothly throughout travel, tourism and hospitality. OpenTravel creates, expands and drives adoption of open universal data specifications, including but not limited to the use of XML, for the electronic exchange of business information among all sectors of the travel industry.

OpenTravel is comprised of companies representing airlines, car rental firms, hotels, cruise lines, railways, leisure suppliers, service providers, tour operators, travel agencies, solutions providers, technology companies and distributors. OpenTravel is a not-for-profit trade association, founded in 1999 by travel companies, with a primary focus on the creation of electronic message structures to facilitate communication between the disparate systems in the global travel industry. Tens of thousands of OpenTravel message structures are in use, carrying tens of millions of messages between trading partners every day.

## OpenTravel Alliance Resources

More information about OpenTravel and OpenTravel resources can be found at:

### [The OpenTravel Corporate Website](http://www.OpenTravel.org) (<http://www.OpenTravel.org>)

- [Download an OpenTravel Specification](#)
- [Sign-up for an OpenTravel Webinar](#)
- [View OpenTravel News & Events](#)
- [Submit a Comment](#)

### [The OpenTravel Forum Website](http://www.OpenTravelForum.com/) (<http://www.OpenTravelForum.com/>)

- [Ask a Planning/ Implementation Question](#)
- [Access OpenTravel Documentation](#)
- [Subscribe to an OpenTravel Mailing List](#)
- [See OpenTravel-Enabled Tools/ Products](#)

### [The OpenTravel Wiki](http://wiki.opentravel.org/index.php/Main_Page) ([http://wiki.opentravel.org/index.php/Main\\_Page](http://wiki.opentravel.org/index.php/Main_Page))

- [Access Specification Development & Implementation Resources](#)
- [Access the OpenTravel Calendar & Publication Schedules](#)

### [OpenTravel Schema Dictionaries](http://wiki.opentravel.org/index.php/Main_Page) ([http://wiki.opentravel.org/index.php/Main\\_Page](http://wiki.opentravel.org/index.php/Main_Page))

### [The OpenTravel Alliance on Linked In](http://www.linkedin.com/groups?gid=1053987) (<http://www.linkedin.com/groups?gid=1053987>)

- [Join the OpenTravel Alliance on Linked in](#) (comprised of individuals from the travel industry)

### [The OpenTravel Model Viewer by PilotFish](http://opentravel.org/Specifications/ModelViewer.aspx) (<http://opentravel.org/Specifications/ModelViewer.aspx>)

The OpenTravel Model Viewer, built in conjunction with PilotFish Technology, is a schema documentation application that transforms plain XML schema files into cross-referenced, hyperlinked HTML documents.

- [Get detailed, functional reports for OpenTravel schema components](#)
- [View sample files, code lists, and additional documentation](#)



# Getting Started: OpenTravel Specification Components

The OpenTravel Message Specification includes the following components:

[OpenTravel XML Schema Design Best Practices](#)—The OpenTravel XML Schema Best Practices document describes the standards and best practices to be used in creating the XML Schema. Typically, this document is used within the OpenTravel to ensure that the creation of XML Schema is consistent in design across the organization and across releases.

*OpenTravel Message Users Guide (This Document)*—The Users Guide contains a description of each OpenTravel Message with sample use cases and XML instance documents. It provides a high-level overview of message functionality.

[OpenTravel XML Schema Definition files](#)—These files are the formal definition of the specification using the W3C standard for XML Schema Definition (XSD's). [They have the file type of .xsd and can be downloaded from the OpenTravel website.](#) They are organized by “release” where the release name includes the year and a letter denoting its sequence in that year. For example, the first release in 2002 is 2002A, the next 2002B, and so on. The XML Schema are cumulative and contain all of the messages defined by OpenTravel.

*Release Notes*—The release notes detail the XML Schema changes between that Publication and the previous publication.

*Readme*—A text file listing the documents in the Publication and notes about the work during that publication cycle.

*OTA Messages Reference Guide*—*The Reference Guide is an auto-generated set of web pages that allow the display of and navigation through the annotations within the XML Schema. It provides documentation at the “field-level” detailing the use of individual elements and attributes. Available for only 2006A and prior Publications.*

[OpenTravel Implementation Guide](#)—This document is available to member companies. The implementation guide provides, in a single document, information that an implementer of the OpenTravel specification can use to more easily build software systems that are interoperable with other travel systems. The guide is also useful for analysts who need to understand how to use the OpenTravel specification.

## Basic Implementation: OpenTravel Schema Design Best Practices

Each XML schema within the OpenTravel specification is built according to a well-defined set of best practices and design guidelines. These guidelines are described in the [OpenTravel Schema Design Best Practices document](#) that is included with each OpenTravel publication.

Developers of OpenTravel schema should get familiar with this document because it provides specific instructions on designing and developing schema enhancements (that meet your specific business processes) and how to submit them as comments (or as a Project Team Proposal if you are a member company.)

OpenTravel develops and maintains its library of XML schema based on its own specific guidelines so that the specification as a whole is built against the same set of design principles. This provides several benefits,



including:

- A coherent OpenTravel specification. Since all OpenTravel XML schema are built according to a single, coherent set of design principles, the OpenTravel specification as a whole is easier to maintain and use.
- Increased interoperability among travel systems. Since software programs are the ultimate consumers of the OpenTravel specification, alignment to a shared XML schema design promotes software systems that are easier to develop and maintain.
- Increased reuse of XML content throughout the specification. Since a consistent set of XML content types (complex types, simple types, attribute groups, etc.) recurs throughout the specification, the level of reuse of the XML schema is greatly increased.

## OpenTravel Message Exchange Patterns

To accommodate the variations in which data exchanges between trading partners are done, OpenTravel XML schema support several distinct types of trading partner interactions, known as message exchange patterns. Each pattern serves a different purpose. For example, one pattern supports requests for information, while another supports the delivery of information to a recipient as shown below:

### Request/Response Pattern

This is the most prevalent message exchange pattern supported by the OpenTravel specification and is known as the request/response pattern. Any transaction that conforms to this pattern will be invoked by one trading partner requesting information explicitly from another party. The requesting party sends a message to the receiver indicating what data are being requested; this is the request part of the transaction. The receiver then processes the request and returns the relevant data to the requester; this is the response part of the transaction. You'll find that most of the message-level XML schema in the OpenTravel specification conform to this exchange pattern and an example is OTA\_CruiseBookRQ (which represents the request) and OTA\_CruiseBookRS which represents the response.

### Notif Pattern

This is another message exchange pattern supported by the OpenTravel specification and is known as the notification or “notif” pattern. Any transaction that conforms to this pattern involves the delivery of data from one trading partner to another party without the request to do so. Therefore, this pattern can be understood as a “push” of data to another party as opposed to a “pull” of data, which describes the request and response pattern. The sender delivers (pushes) a message to one or more predefined recipients. Any recipient of that message will then process the data as needed and provide a response back to the sender indicating that the payload was received.

### Generic Messages

In addition to the industry-specific message-level XML schema that constitute the core of the OpenTravel specification, several other message pairs support generic functions that are not tied to a specific industry or business process, but, rather, are shared by all industries. Some examples of generic OpenTravel Messages are: OTA\_AuthorizationRQ/RS—which is typically used to verify that a customer's bank account is valid for payment, and OTA\_CancelRQ/RS—which are used to cancel all or portions of reservations. This Message Users Guide contains a list of OpenTravel generic messages with sample use cases.

## OpenTravel Namespaces

The OpenTravel specification is designed so that all message-level XML schema are part of the same namespace. Due to this design, an XML schema that requires content from another XML schema can reference that file via the `xsd:include` mechanism. Keep in mind that only the message-level XML schema are associated with a single target namespace.

The OpenTravel namespace is a URL format: `http://www.opentravel.org/OTA/2003/05`. Content within the common types files (such as `OTA_CommonTypes` and `OTA_SimpleTypes`) is not associated with any target namespace and is, therefore, coerced into the OpenTravel namespace at run-time.

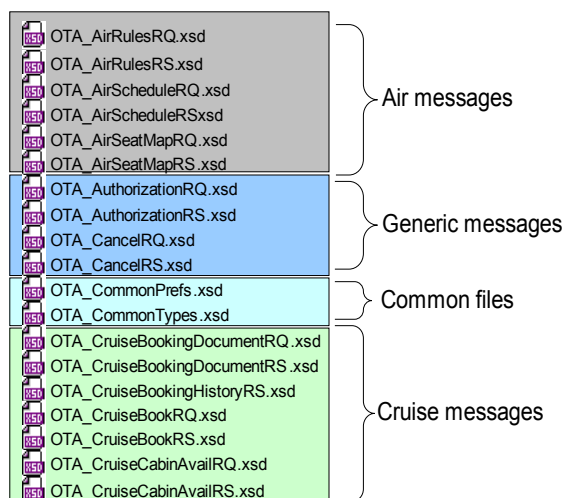
## OpenTravel File Naming Conventions

Each OpenTravel schema is named according to a standard naming convention that dictates that each file name should be identical to the root element name within that schema. Therefore, each file begins with an “OTA\_” prefix and concludes with the remainder of the root element name. For example, the root element name of the “OTA\_VehResRQ.xsd” schema file is “OTA\_VehResRQ”.

OpenTravel mandates a naming convention for all XML schema that model a request and response transaction. For example, the name of all request messages ends with an “RQ” suffix and the name of all response messages ends with an “RS” suffix.

Because of this, newcomers to the OpenTravel specification usually find it relatively easy to identify the XML schema that pertain to a particular message exchange pattern.

One thing to remember is that OpenTravel schema are named so that the files associated with each industry (like air, car, hotel and cruise) are categorized and easily identified for each industry.



## OpenTravel Code Lists & Enumerations

XML message exchanges commonly require the ability to restrict a field to a limited set of values. Business requirements may control this, but it is often preferred to limit the allowable values for an element or attribute to as few as possible to facilitate validation of the values. To support this need, the OpenTravel specification uses XML enumerations and code lists.

The OpenTravel XML schema contain many elements and attributes that define the allowable values for the respective field.

| Code list name             |            | Code list 3-letter code |                                  |
|----------------------------|------------|-------------------------|----------------------------------|
| <b>Content Format Code</b> |            | <b>CFC</b>              |                                  |
|                            | 1          | mpeg                    | Standard internet movie platform |
|                            | 2          | mpg                     | MPEG digital video format        |
|                            | 3          | avi                     | Audio video interleaved          |
|                            | 4          | wmv                     |                                  |
|                            | 5          | jpeg                    | Joint photographic experts group |
|                            | 6          | jpg                     | 24 bit graphic format            |
|                            | Code value | Code name               | Code definition                  |

Enumerations are used when the list of values is static or when it is unlikely that values will be added. Some examples of this are: Days of the week and gender.

In addition to complex, simple, and native data types (string, integer), the OpenTravel XML schema contain many code values. Most of these values refer to code lists maintained by OpenTravel and each code refers to a specific value contained in one of the code lists. Code lists are preferred over enumerations when the collection of values they represent are likely to change and grow. The OpenTravel code lists are included with each OpenTravel Specification publication and, as a whole, are referred to as the OpenTravel code table. Below you'll find a sample OpenTravel XML code list reference:

```
<xs:attribute name="UseType" type="OTA_CodeType" use="optional">
  <xs:annotation>
    <xs:documentation xml:lang="en">Describes the use of the address (e.g. mailing,
    delivery, billing, etc.) Refer to OTA Code List Address Use Type (AUT).</xs:documentation>
  </xs:annotation>
</xs:attribute>
```

All code list references in the OpenTravel schema are typed with the OTA\_CodeType simple type and the specific code list associated with an XML attribute is defined within the XML schema annotation for that attribute. For your benefit, the code table is provided in spreadsheet format as well as in an XML instance.

## External Code Lists

In addition to codes maintained by OpenTravel, the OpenTravel XML schema contain some references to code lists maintained by other standards organizations. The snippet below shows an excerpt from the OTA\_AirCommonTypes schema, which refers to an International Air Transport Association (IATA) location code:

```
<xs:attribute name="LocationCode" type="StringLength1to8" use="optional">
  <xs:annotation>
    <xs:documentation xml:lang="en">A 3 character ATA/IATA city code of telephone
    location.</xs:documentation>
  </xs:annotation>
</xs:attribute>
```

Notice that the data type associated with this attribute is not the OTA\_CodeType simple type that is used for any code maintained by OpenTravel. Rather, the StringLength1to8 simple type is used to allow any value of 1 to 8 characters in length. Individual trading partners would be responsible for ensuring that each code passed is a valid IATA code for example.

## External Codes Lists & Other References in OpenTravel Schema

[ABTA \(Association of British Travel Agents\)](#)

[ATA \(Air Transport Association\)](#)

[DUNS \(Dun & Bradstreet\)](#)

[ERSP \(Electronic Reservation Service Provider - IATA\)](#)

[IATA \(International Airport Transport Association\)](#)

[ISO \(International Organization for Standardization 3166 Country Codes\)](#)

[ISO \(International Organization for Standardization 639 Language Codes\)](#)

[ISO \(International Organization for Standardization 8601 Date Format\)](#)

[ISO \(International Organization for Standardization 4217 Currency Format\)](#)

[ISO \(International Organization for Standardization 6709 Geographic Point Location by Coordinates\)](#)

[APEX initiative](#)

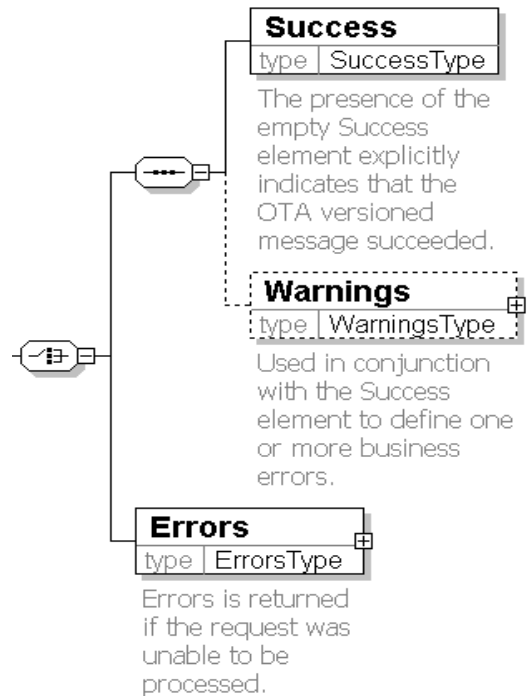
[UIC \(International Union of Railways\)](#)

# OpenTravel Message Success, Warnings & Errors Elements

Any OpenTravel message exchange requires that the participating systems have a mechanism to share data about the processing of that message and whether it was successful or not. The OpenTravel specification addresses this need by providing a consistent set of elements within all response XML schema. These elements allow the responding party to indicate if the message was processed successfully or if any errors or warnings were encountered.

The elements are:

- Success:** an element that is not intended to contain any data. The mere presence of a success element within a response message indicates that the incoming message (request or notification) was processed successfully.  
[See an example of a successful transaction](#)
- Warnings:** This element indicates that the recipient of a message identified one or more warnings. A warning is a business-level error. A warning would be generated, for example, by a request to book a flight that does not exist, a request to book a hotel room when none are available for the dates requested or an incorrect message password or requestor ID within the request message. The XML content might be syntactically valid, but the receiving application cannot fulfill the request.  
[See an example of a transaction with a warning](#)
- Errors:** This element indicates that an error occurred in the processing of an incoming message (request or notification). An error is defined as a critical error caused by corruption of a message in transit or a communication failure. An error would be generated, for example, by an unforeseen disruption of an application or its connection to a trading partner application. The data structure of this element is identical to the Warnings element with the exception of the NodeList attribute, which provides an XPath expression that identifies the nodes that caused the error.  
[See an example of a transaction with an error](#)



Remember that the relationship of these XML schema elements is significant, because it reflects the response data structure returned to the sender of an incoming message. The root element can contain either errors or other data (success, warnings, or response information) and if errors are present, the Errors element may identify the XML content to which each error applies.

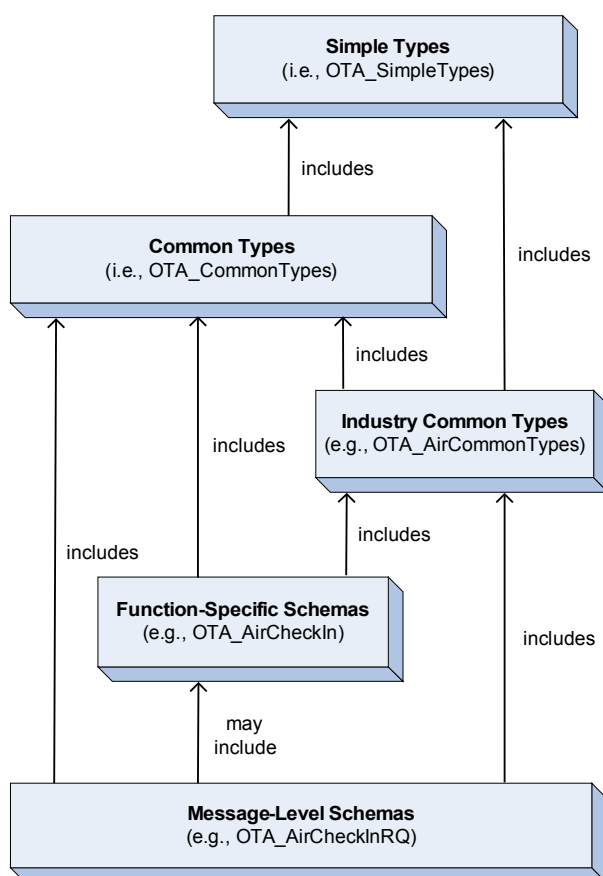
## Section 2— OpenTravel Common Files

### Understanding OpenTravel Schema Architecture

The OpenTravel specification is a large collection of XML schema that are organized hierarchically. This design enables an efficient method for maintaining, understanding, and implementing the specification. It also leverages proven design techniques from XML schema design as well as other software disciplines such as object orientation.

Any data exchange that uses the OpenTravel specification may require content from several messages within the OpenTravel schema hierarchy. For example, an airline reservation booking message sent from one trading partner may involve validation by an XML schema that includes several other schema. Those files may define much of the content (e.g., elements, attributes, types) that comprises that booking request message.

Accordingly, an OpenTravel implementer can expect to use a hierarchy of XML schema files, rather than a single XML schema file, for a given message exchange as shown and described below:



## OpenTravel Message Level Schema

Each message-level XML schema in the OpenTravel specification represents a particular type of business transaction. Some examples of message-level schema are: OTA\_AirBookRQ, OTA\_HotelResModifyRQ, and OTA\_CruiseBookRQ.

The OpenTravel organizational structure is divided into four work groups: Hospitality, Transport, Architecture and Travel Integration and this structure is reflected in the message-level XML schema.

Each message-level XML schema references other XML schema that, in turn, reference others. These message-level schema contain the declaration of the root element that appears as the primary node of any XML instance document based on that XML schema. The content contained within that root node may be defined in the message-level schema itself or in files it includes.

## OpenTravel Industry Common Types Schema

Because the OpenTravel specification provides numerous XML schema for each industry, all schema that pertain to a specific industry will naturally share common data types. The OpenTravel modularity model supports this need by containing XML schema files intended for use throughout the set of XML schema for each industry.

*For example*, the OTA\_AirBookRQ and the OTA\_AirPriceRQ schema both need to accommodate information related to an air itinerary. Rather than having each file have to define that content separately, the OTA\_AirCommonTypes schema file provides a single definition of that data for use throughout the OpenTravel air schema. This single data definition is manifested as a complex type named AirltineraryType.

### *File List*

- [OTA\\_AirCommonTypes](#)
- [OTA\\_CruiseCommonTypes](#)
- [OTA\\_DynamicPkgCommonTypes \(Dynamic Packages\)](#)
- [OTA\\_GolfCommonTypes](#)
- [OTA\\_HotelCommonTypes](#)
- [OTA\\_InsuranceCommonTypes](#)
- [OTA\\_LoyaltyCommonTypes](#)
- [OTA\\_PkgCommonTypes \(Package Tours/Holiday Booking\)](#)
- [OTA\\_RailCommonTypes](#)
- [OTA\\_VehicleCommonTypes](#)

## OpenTravel Common Types Schema

The OpenTravel specification provides a common types file called [OTA\\_CommonTypes](#) that contains data structures that are referenced throughout the specification and shared by each of the respective industries.

The data types contained in this file may be referenced from message-level files, function-specific files, and industry common files.

Keep in mind that any of these files can declare elements that reference complex types, simple types, and attribute groups in the OTA\_CommonTypes file.

## OpenTravel Simple Types Schema

The [OTA\\_SimpleTypes](#) XML schema serves as a module that contains simple types that are available for use throughout the specification.

The design goal of this file is identical to that of the `OTA_CommonTypes` file in that it serves as a single container for global simple types.

These types can be used at any level of the schema hierarchy. Most of the simple data types contained within this schema provide basic data structures that the other schema use to build larger collections of data.



## Section 3— GENERIC MESSAGES

### Messages Overview

Unlike OpenTravel messages that are specific to a particular travel sub-domain (e.g., Air) other messages are generally applicable and may be used more broadly than in one domain-specific service. This section briefly describes the generic messages that can be used across multiple travel sub-domains. There are several OpenTravel Generic Messages that provide a wide range of functionality, including:

- [Payment validation and authorization \(including bank and credit card\)](#)
- [Reservation cancellations \(full and partial\)](#)
- [Customer profile deletions](#)
- [Sending file attachments for storage and processing by a receiving system](#)
- [Sending inventory and rates notifications](#)
- [Testing your application connectivity](#)
- [Purchasing gift certificates and other merchandise](#)
- [Retrieving reservations \(by booking id, by passenger name, etc.\)](#)
- [Requesting information in a free text type of response using a terminal message input](#)

### Messages List

[3.1 OTA\\_AuthorizationRQ/RS](#)

[3.2 OTA\\_CancelRQ/RS](#)

[3.3 OTA\\_DeleteRQ/RS](#)

[3.4 OTA\\_ErrorRQ/RS](#)

[3.5 OTA\\_FileAttachmentNotifRQ/RS](#)

[3.6 OTA\\_NotifReportRQ/RS](#)

[3.7 OTA\\_PingRQ/RS](#)

[3.8 OTA\\_PurchaseItemRQ/RS](#)

[3.9 OTA\\_ReadRQ/ OTA\\_ResRetrieveRS](#)

[3.10 OTA\\_ScreenTextRQ/RS](#)

### Use Case Quick Links

- [Verify that a customer bank account is valid for payment](#)
- [Verify that a customer bank account is valid for payment and their identification is valid](#)

- [Verify that the customer credit card is valid and can be used as a form of payment for the amount requested](#)
- [Verify that a customer credit card is valid and can be used as a form of payment for the amount requested and that the billing address for the account is accurate](#)
- [Verify that the customer bank account is valid for payment on behalf of another company or party](#)
- [Send multiple \(bundled\) booking authorizations' in a single request](#)
- [Cancel an entire airline reservation](#)
- [Partially cancel a hotel reservation](#)
- [Cancel a rail reservation](#)
- [Delete a customer profile](#)
- [Use file attachments to update hotel images at a distributor trading partner website](#)
- [Send a notification report about an invalid hotel that was contained in a previous status update exchange](#)
- [Test an application for connectivity](#)
- [Purchase a hotel gift certificate](#)
- [Retrieve an airline reservation by reservation ID](#)
- [Retrieve a package tour reservation by passenger name](#)
- [Read a cruise reservation](#)
- [Retrieve an airline reservation by frequent flier number](#)
- [Retrieve a list of airline passengers](#)
- [Retrieve a cruise reservation by reservation ID](#)
- [Request a currency conversion](#)

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## 3.1 OTA\_AuthorizationRQ/RS

### Message Pair Overview

The OpenTravel Authorization message pair verifies and validates a traveler based on information for a bank account, credit card, or drivers license. Each of these can be validated with or without an address.

The Authorization message could be used in any of the following circumstances:

- By a travel agent verifying that a customer bank account and/or credit card is valid for payment
- By a travel agent verifying that a customer bank account is valid for payment and their identification is valid
- By an online travel website verifying that the customer credit card is valid and can be used as a form of payment for the amount requested (and that the billing address for the account is accurate)
- By a travel agent verifying that the customer bank account is valid for payment on behalf of another company or party
- By an online travel website to send multiple (bundled) booking authorizations' in a single request

When bundling multiple authorizations in a single request, each Authorizations element in the response must be inspected to determine the result.

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Verify that a customer bank account is valid for payment*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AuthorizationRQ.xml</a>  | View/Download: <a href="#">OTA_AuthorizationRS.xml</a>   |
| <p>A customer wants to purchase one or more tickets (totaling \$100 USD) associated with a booking, using a check as the form of payment.</p> <p>The travel agent wants to ensure that the bank account (account number 1234567890) used is not on any account blacklist or otherwise reported as</p> | <p><i>The customer receives a response that the account is valid and approved.</i></p> <p>The authorization vendor system has found that the bank account is valid for use in making the purchase up to the specified amount (\$100 USD) and returns the</p> |

|              |                         |
|--------------|-------------------------|
| compromised. | authorization code (A). |
|--------------|-------------------------|

*Verify that a customer bank account is valid for payment and their identification is valid*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AuthorizationRQ2.xml</a>   | View/Download: <a href="#">OTA_AuthorizationRS2.xml</a>  |
| <p>A customer wants to purchase one or more tickets (totaling \$100 USD) associated with a booking, using a check as the form of payment.</p> <p>The travel agent wants to ensure that the bank account (account number 1234567890) used is not on any account blacklist or otherwise reported as compromised.</p> <p>In addition, the travel agent wants to verify that the driver's license (from the state of California) used for identification purposes is a valid license.</p> | <p><i>The customer receives a response that the account is valid and approved and the drivers license is valid.</i></p> <p>The bank account authorization vendor system has found that the bank account is valid for use in making the purchase up to the specified amount (\$100 USD) and has returned the authorization code (A).</p> <p>Also, the authorization vendor system has found that the driver's license number is valid and returns the authorization code (A).</p> |

*Verify that the customer credit card is valid and can be used as a form of payment for the amount requested*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AuthorizationRQ3.xml</a>  | View/Download: <a href="#">OTA_AuthorizationRS3.xml</a>  |
| <p>A customer wants to purchase one or more tickets (totaling 250 GBP) associated with a booking using a credit card (AX 123456789012345, expiration date 01/09) as the form of payment.</p> <p>The travel agent wants to ensure that the credit card can be used for a purchase of this amount.</p> | <p><i>The travel agent receives a response that the credit card is valid and approved.</i></p> <p>The credit card authorization vendor system has found that the credit card account is valid for use in making the purchase up to the specified amount (250 GBP) and returns the authorization code (0124).</p> |

*Verify that a customer credit card is valid and can be used as a form of payment for the amount requested and that the billing address for the account is accurate*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AuthorizationRQ4.xml</a>   | View/Download: <a href="#">OTA_AuthorizationRS4.xml</a>   |
| <p>A customer wants to purchase one or more tickets (totaling \$250 USD) using a credit card (AX 123456789012345, expiration date 01/09) and verify that the billing address for the account is valid.</p> <p>The billing address is 1234 Main St, Dallas TX.</p> | <p><i>The travel agent receives a response that the credit card and billing address are valid and that the purchase is approved.</i></p> <p>The credit card authorization vendor system has found that the credit card account (AX 123456789012345, expiration date 01/09) is valid for use in making the purchase up to the specified amount (\$250 USD) and that the billing address information is correct, returning the authorization code (0125).</p> |

*Verify that the customer bank account is valid for payment on behalf of another company or party*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AuthorizationRQ5.xml</a>   | View/Download: <a href="#">OTA_AuthorizationRS5.xml</a>  |
| <p>A customer wants to purchase one or more tickets (totaling \$100 USD) associated with a booking, using a check as the form of payment.</p> <p>The travel agent wants to ensure that the bank account (account number 1234567890) used is not on any account blacklist or otherwise reported as compromised.</p> <p>The travel agent is requesting authorization on behalf of another company (UW).</p> | <p><i>The travel agent receives a response that the account is valid and approved.</i></p> <p>The authorization vendor system has found that the bank account is valid for use in making the purchase up to the specified amount (\$100 USD) and returns the authorization code (A).</p> |

*Send multiple (bundled) booking authorizations' in a single request*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AuthorizationRQ6.xml</a>   | View/Download: <a href="#">OTA_AuthorizationRS6.xml</a>   |
| <p>The travel agent has one or more bookings for which authorizations are required.</p> <p>One customer wants to purchase one or more tickets (totaling \$250 USD) using a credit card (AX 123456789012345, expiration date 01/09). The travel agent wants to validate this credit card information and the billing address.</p> <p>A second customer wants to purchase one or more tickets (totaling \$100 USD) associated with a booking, using a check as the form of payment. The travel agent wants to ensure that the bank account (account number 1234567890) is not on any account blacklist or otherwise reported as compromised.</p> <p>In addition, the travel agent wants to verify that the driver's license (from the state of Illinois) used for identification purposes is valid.</p> | <p><i>The travel agent receives a response that all requests are approved.</i></p> <p>All requests have been approved, but each Authorizations element must be inspected to determine the result.</p> <p>The credit card authorization vendor system has found that the credit card account (AX 123456789012345) is valid for use in making the purchase up to the specified amount (\$250) and that the billing address information is correct, returning the authorization code (0126).</p> <p>The bank account authorization vendor system has found that the bank account is valid for use in making the purchase up to the specified amount (\$100) and returned the authorization code (A). Also, the authorization vendor system has found that the driver's license number is valid and returns the authorization code (A).</p> |

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## 3.2 OTA\_CancelRQ/RS

### Message Pair Overview

The OpenTravel Cancel message pair is used for cancelling a previously made (booked) reservation. This message may be used to cancel the entire reservation or to cancel specific segments (portions) of the reservation.

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

When only specific segments in the reservation are to be cancelled, either a travel segment type (e.g. air, hotel, cruise) or a segment number(s) is sent to indicate which segment(s) should be cancelled.

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

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

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

The Cancel Response will return one of the following statuses:

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

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

If the processing system determines that a cancellation policy has been invoked, it may choose to send back the OTA\_CancelRS with the *Status*="Pending", accompanied by a collection of cancellation rules, allowing the originating party to determine if the cancellation should proceed. The originating party would then resend the OTA\_CancelRQ.

A *CancelType*="Ignore" would expect a response with the *Status* "Ignored", thus ending the message conversation with no action being taken to cancel the reservation.

A *CancelType*="Commit" indicates a definitive instruction to process the cancellation. This message would expect the response of *Status*="Cancelled", along with the return of a Cancellation ID, which would complete the cancellation process. The CancelRQ is the same message in each case, with the *CancelType* attribute indicating the action to be taken on the request.

## OpenTravel Data Dictionary

- [Cancel Reservation](#)

## OpenTravel Message Includes

- OTA\_CommonTypes
- OTA\_AirCommonTypes
- OTA\_SimpleTypes

## Message Pair Use Cases

### *Cancel an entire airline reservation*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_CancelRQ.xml</a>   | View/Download: <a href="#">OTA_CancelRS.xml</a>   |
| <p>A customer who had previously made an airline reservation through a travel agent needs to cancel the entire booking. The customer requests that the travel agent cancel the booking.</p> <p>The travel agent sends a cancel message that includes the travel agent system PNR locator and the airline PNR locator.</p> | <p><i>The travel agent receives a response that the reservation has been cancelled successfully.</i></p> <p>A cancellation message is returned confirming that the booking has been cancelled since there were no cancellation penalties.</p> |

### *Partially cancel a hotel reservation*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_CancelRQ2.xml</a>  | View/Download: <a href="#">OTA_CancelRS2.xml</a>  |
| <p>A customer who had previously made a reservation (using an internet booking site that uses a GDS system to hold the reservation) wishes to cancel only the hotel stay portion of the reservation.</p> <p>The customer requests that any hotel segments be cancelled.</p> <p>The internet booking site sends a cancel message specifying that the hotel segment(s) should be cancelled.</p> | <p><i>The travel agent receives a response that the hotel segments of the reservation have been cancelled successfully.</i></p> |

### *Cancel a rail reservation*

| <b>Request Message</b> | <b>Response Message</b> |
|------------------------|-------------------------|
|------------------------|-------------------------|

|   |  |
|---|--|
| View/Download: <a href="#">OTA_CancelRQRailReservation.xml</a>  | View/Download: <a href="#">OTA_CancelRSRailReservation.xml</a>   |
| A travel agent needs to cancel a previously booked rail reservation.<br><br>The travel agent sends a cancel message specifying that the rail reservation should be cancelled. | <i>The travel agent receives a response that the rail reservation has been cancelled successfully.</i> |

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## 3.3 OTA\_DeleteRQ/RS

### Message Pair Overview

The OpenTravel Delete message pair uses an “action” attribute to define an operation that identifies an existing record, and removes the entire record from the database. The use of the Delete action depends upon the business rules of an organization. Alternative strategies, such as mapping a duplicate record to another by use of the UniqueID, may be considered.

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

Steps in the Delete operation may include:

- Requester submits a Read request to view the record
- Responder returns the record for the requester to view
- Requester submits a Delete request
- Responder removes the record and returns an acknowledgment

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

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes

### Message Pair Use Cases

#### *Delete a customer profile*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_DeleteRQ.xml</a>  | View/Download: <a href="#">OTA_DeleteRS.xml</a>  |
| A travel agency has a customer who has traveled frequently in the past. A customer profile was created for the customer many years ago in order to facilitate her bookings. Since the customer primarily traveled on | <i>A delete message is returned confirming that the customer profile has been deleted.</i> |

North West Airlines (NW), a profile was also created in the NW system.

However, the customer has told the travel agent that she is now too old to travel and won't be making any more trips. Thus, the travel agent wants to delete the customer's profile from the NW system.

The travel agent sends a delete request message to NW to delete the customer profile with the identification number of 0507-12345.

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## 3.4 OTA\_ErrorRS

### Message Pair Overview

In general, a system message request can fail in a number of common ways. For example the API key or username authentication may be invalid. The location or product being accessed may not belong to the operator making the request and so on. Where appropriate, the standard OTA error response can be used.

The OpenTravel Error Response message is designed to accommodate errors that result from the parser, or from validation, before reaching the server. The set of errors that can use this error is constrained by its limited structure, to provide structural stability. This message can be used when an OpenTravel message is not processed, which may occur during a failed authentication, a failed xml parsing , or if a required field is missing and will be wrapped by the message type sent.

The ErrorCode types shown below in *italics* are currently supported by OpenTravel, while the others are reserved by the OpenTravel Specification but not implemented:

1. *An unknown error.*
2. *The target business system has no implementation for the intended request.*
3. *The XML message has passed a low-level validation check, but that the business rules for the request message were not met.*
4. *The message failed authentication.*
5. The security credentials in the message have expired.
6. The message failed authorization.
7. A request was sent within a message exchange that does not align to the message.
8. The target business system does not support the intended transaction-oriented operation.
9. The type of authentication requested is not recognized.
10. *An element or attribute that is required in by the schema (or required by agreement between trading partners) is missing from the message.*

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes

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## 3.5 OTA\_FileAttachmentNotifRQ/RS

### Message Pair Overview

The OpenTravel File Attachment Notification message pair enables a sending system to physically transfer encoded binary files to a receiving system that will store or process them.

The request message and the encoded files are transferred together in a single encoded entity, with the request message being the first item retrieved by the receiving system. The receiving system uses the request message as a table of contents with the descriptive information it needs to decode and store the files.

The response message acknowledges the received files and returns any warnings or errors as needed.

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes

### Message Pair Use Cases

*Use file attachments to update hotel images at a distributor trading partner website*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_FileAttachmentNotifRQ.xml</a>  | View/Download: <a href="#">OTA_FileAttachmentNotifRS.xml</a>   |
| <p>The server at ACME has a scheduled job to run every Saturday that sends any hotel image files modified in the past week to the distributor web site server so they can be referenced when displaying hotel information.</p> <p>Both ACME and the distributor have agreed on encoding the filename using the hotel code (H1500-001) and a sequential number for the images to ensure uniqueness.</p> <p>In this particular update, 5 (five) files were found to have been modified that week and so they are sent using this message.</p> <p>The XML message shown below and the files described in it are encoded using MIME and sent.</p> <p>The value of the ContentID attribute is given by the MIME package used by the sender to identify the</p> | <p><i>In this case all files have been received and stored as expected. Accordingly, the response contains a success element.</i></p> <p>The distributor receives the encoded MIME message with the request message, followed by the MIME encoded files being sent. The distributor then saves the files using the value of the FileName attribute (and any other relevant data) to a predefined location.</p> |

|   |  |
|---|--|
| portion in the message where the file is encoded. |  |
|---|--|

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## 3.6 OTA\_NotifReportRQ/RS

### Message Pair Overview

The OpenTravel Notification Report message pair sends a report on whether asynchronous database updates have been processed successfully or not. This message pair currently supports hotel and vehicle but may be extended in the future to accommodate other travel sector database reports.

The responses to the database update (e.g., [OTA\\_HotelAvailNotifRS](#), [OTA\\_HotelRateAmountNotifRS](#) or [OTA\\_VehLocDetailsNotifRS](#)) are only used to acknowledge the fact that the message has been received (because the completion of the update in the application might take a few minutes). Moreover, in case of error, those schema do not provide the ability to point out and give details on the part that failed and this scenario is when this message pair is used.

The business flow for hotel availability and rate amount database updates is as follows:

1. A hotel provider sends a [OTA\\_HotelAvailNotifRQ](#) to a booking source.
2. The booking source acknowledge the fact that the message has been received (but not yet processed) by replying with the [OTA\\_HotelAvailNotifRS](#).
3. The booking source system process the database update.
4. Once the database update is completed the booking source system may need to inform the hotel provider that updates were successful or not.
5. The booking source builds an [OTA\\_NotifReportRQ](#) message and sends it to the Hotel Provider.
6. The Hotel provider acknowledges it with an [OTA\\_NotifReportRS](#) message.

The business flow for vehicle location database updates is as follows:

1. A vehicle provider sends a [OTA\\_VehLocDetailsNotifRQ](#) to a recipient (e.g. a trading partner system.)
2. The recipient acknowledges the fact that the message has been received (but not yet processed) by replying with the [OTA\\_VehLocDetailsNotifRS](#).
3. The recipient source system process the database update.
4. Once the database update is completed the recipient source system may need to inform the vehicle provider that updates were successful or not.
5. The recipient source builds an [OTA\\_NotifReportRQ](#) message and sends it to the vehicle provider.
6. The vehicle provider acknowledges it with an [OTA\\_NotifReportRS](#) message.

### OpenTravel Data Dictionary

- [Generic Messages](#)

## OpenTravel Message Includes

- OTA\_HotelContentDescription
- OTA\_HotelReservation

## Message Pair Use Cases

*Send a notification report about an invalid hotel that was contained in a previous status update exchange*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_NotifReportRQ.xml</a>   | View/Download: <a href="#">OTA_NotifReportRS.xml</a>  |
| <p>A message is sent from a GDS to a hotel CRS indicating that the hotel CRS has sent an invalid hotel in a previous status update exchange.</p> <p>The error code 392 indicates an invalid hotel code.</p> <p>The Availability status update in error is sent back in the message (in AvailStatusMessages) as well as the error code.</p> | <p><i>In the OTA_NotifReportRS the hotel CRS acknowledges that this report has been received.</i></p> |

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## 3.7 OTA\_PingRQ/RS

### Message Pair Overview

The OpenTravel Ping message pair are used to test application connectivity by sending some specific text and determining if the receiving application is able to echo back that same text. The free-text data that is passed in the request is expected to be echoed back in the response message.

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes

### Message Pair Use Cases

*Test an application for connectivity*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_PingRQ.xml</a>   | View/Download: <a href="#">OTA_PingRS.xml</a>   |
| A client application wishes to determine if the receiving application is in a functioning condition by sending a Ping message and testing the response for the correct echoed data.<br><br>A test Ping message is sent, using “Are you there” as the test data. | <i>The application indicates that it is in a functioning state by returning the same test data.</i> |

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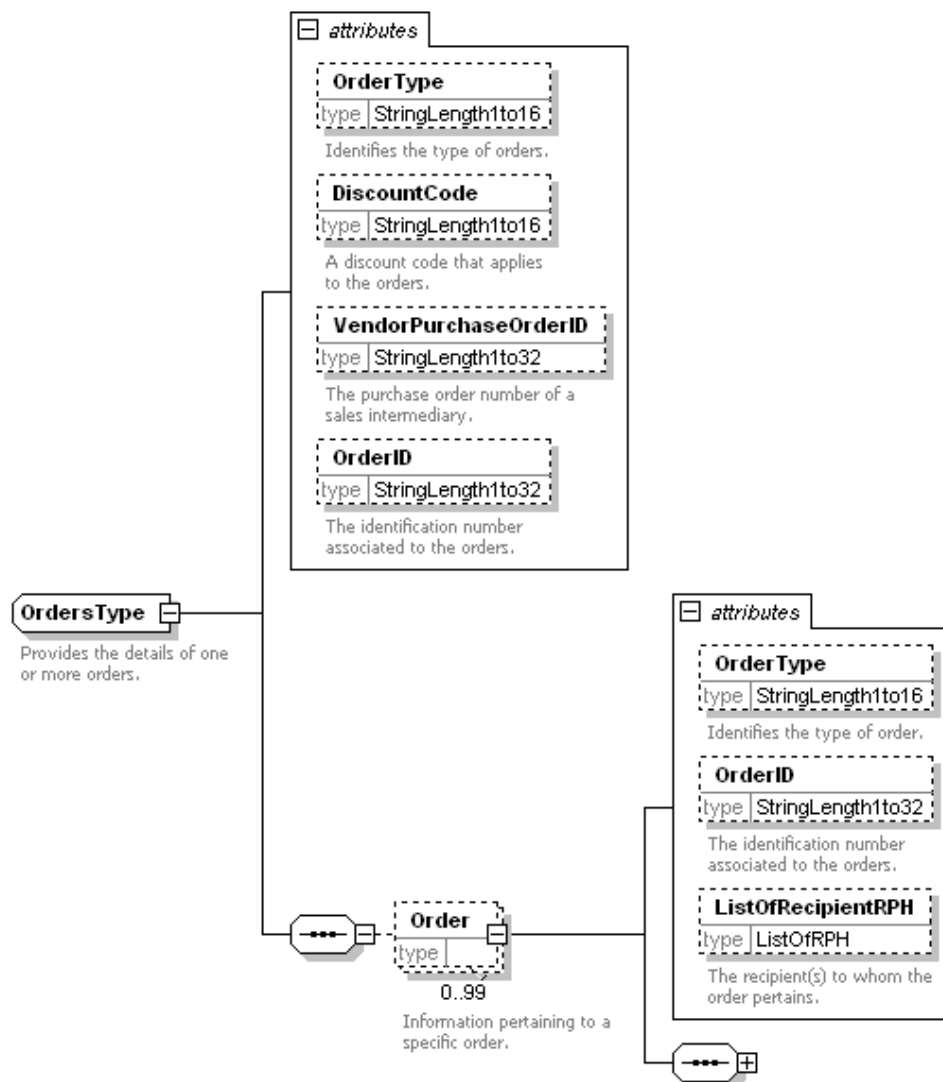


## 3.8 OTA\_PurchaseItemRQ/RS

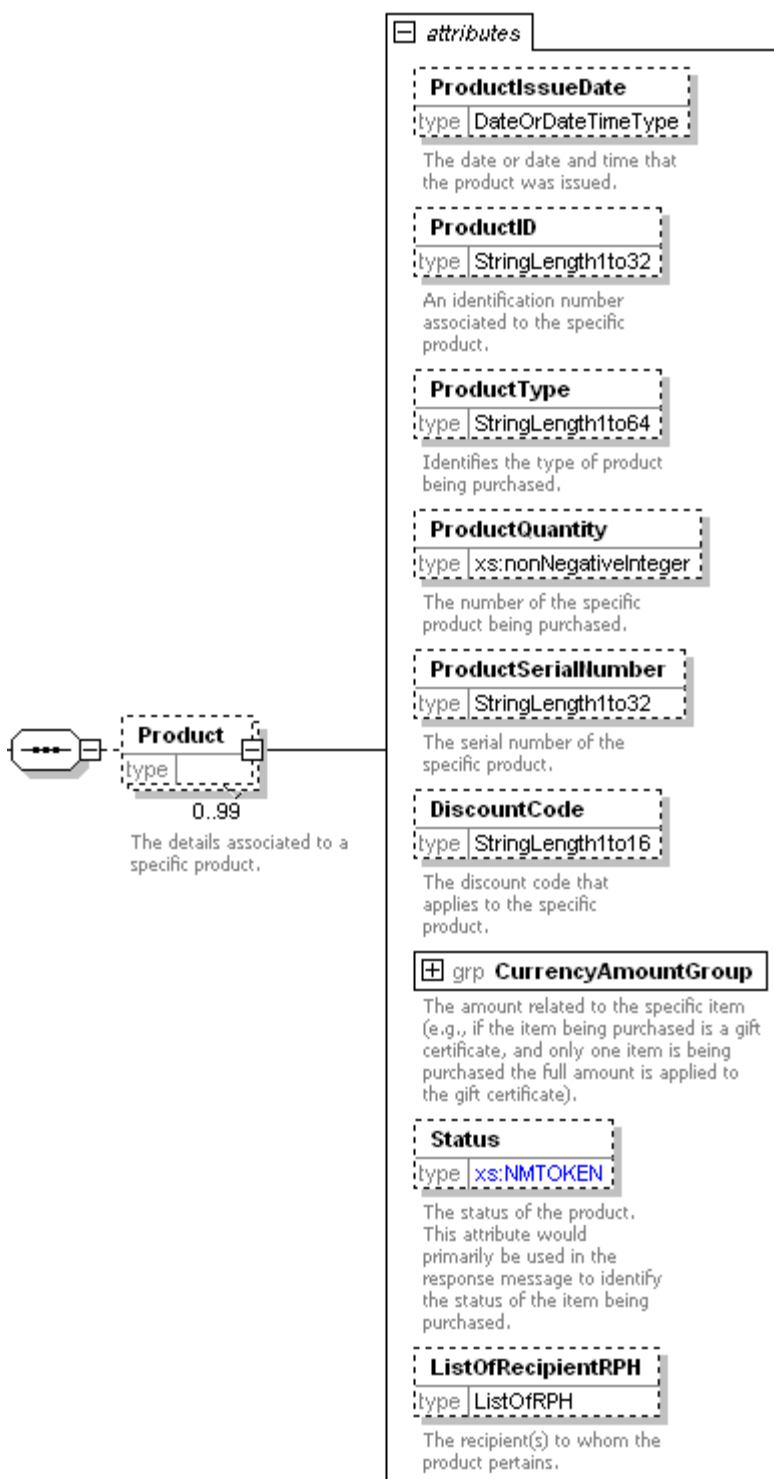
### Message Pair Overview

The OpenTravel Purchase Item message pair provides functionality for electronic purchases of non-inventory items (e.g. gift certificates for a hotel, drink tickets on an airline, etc.) The message pair supports the ordering process with detailed product, recipient, purchaser and payment information.

Key to this message pair are the OpenTravel *OrdersType* and *Product* complex elements defined in *OTA\_CommonTypes.xsd*. The *OrdersType* complex element contains the details of one or more repeating order(s) as shown in the diagram below:



The repeating *Product* complex element contains the details of one or more products that are associated with the order:



## OpenTravel Data Dictionary

- [Generic Messages](#)

## OpenTravel Message Includes

- OTA\_HotelCommonTypes

## Message Pair Use Cases

*Purchase a hotel gift certificate online*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_PurchaseItemRQ.xml</a>  | View/Download: <a href="#">OTA_PurchaseItemRS.xml</a>   |
| <p>Jonathon Smith is purchasing 3 Sleep Well Hotel gift certificates for his family members as Christmas gifts. The gifts are for his parents, and his two sisters. Each gift certificate is for \$100.00.</p> <p>Jonathon purchases the gift certificates through SleepWell.com.</p> <p>Jonathon's contact information is as follows:</p> <p>Jonathon Smith<br/>209 Lawyers Rd.<br/>Victoria, MN 55386<br/>PH: 952-787-6325<br/>Credit Card Info: AX 3722222222222273 exp. 12/09</p> <p>Each gift certificate will be sent directly to the recipient.</p> <p>Mr. and Mrs. Joshua Smith<br/>132 Maple Lane<br/>Rochester, NY 14612<br/>Gift Certificate: \$100.00<br/>Message: Mom and Dad, I look forward to spending Christmas with you. See you soon. Love, Jonathon</p> <p>Ms. Jennifer Smith<br/>49923 Whitcomb Sq.<br/>Houston, TX 77001<br/>Gift Certificate: \$100.00<br/>Message: Hey sis, have a great holiday, wish you could join us. Love, Jonathon</p> <p>Ms. Jessica Smith<br/>5488 Elmhurst Blvd.<br/>Evergreen, CO 80401<br/>Gift Certificate: \$100.00<br/>Message: Jess, have a great holiday. See you at Mom</p> | <p><i>Jonathan's request is successful.</i></p> <p>After submitting his request on SleepWell.com, a message is displayed that reads: "Thank you for using SleepWell.com. Your order has been placed successfully and your confirmation number is A225511242."</p> |

|                           |  |
|---------------------------|--|
| and Dad's. Love, Jonathon |  |
|---------------------------|--|

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## 3.9 OTA\_ReadRQ/OTA\_ResRetrieveRS

### Message Pair Overview

The OpenTravel Read infrastructure action defines an operation that opens an existing record and transmits information contained in that record. The Read operation enables the user to identify a particular record and retrieve its entire contents, to request a reservation when the booking id number is not known, to request a list of reservations for a traveler, and to request a list of travelers that meet specified criteria.

In the Read request, it can be specified whether the reservation itself should be returned if an exact match is found or if a list of reservations should always be returned.

The basic operation has the following steps:

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

The response to the OTA\_ReadRQ will vary based on the type of record(s) requested and you and your trading partners' system capabilities. The following are examples of the type of records requested and the possible message response:

| <i>Request Type</i>                      | <i>Possible Response Messages</i>  |
|--|--|
| Airline Reservation                      | <ul style="list-style-type: none"> <li>• <a href="#">OTA_AirBookRS</a></li> <li>• OTA_ResRetrieveRS</li> </ul>       |
| Cruise Reservation                       | <ul style="list-style-type: none"> <li>• OTA_ResRetrieveRS</li> </ul>  |
| Golf Course Reservation                  | <ul style="list-style-type: none"> <li>• <a href="#">OTA_GolfCourseResRS</a></li> <li>• OTA_ResRetrieveRS</li> </ul> |
| Global Distribution System Reservation   | <ul style="list-style-type: none"> <li>• OTA_ResRetrieveRS</li> </ul>  |
| Hotel Reservation                        | <ul style="list-style-type: none"> <li>• OTA_HotelResRS</li> <li>• OTA_ResRetrieveRS</li> </ul>                      |
| Insurance Plan Booking                   | <ul style="list-style-type: none"> <li>• <a href="#">OTA_InsuranceBookRS</a></li> </ul>                              |
| Loyalty Account                          | <ul style="list-style-type: none"> <li>• <a href="#">OTA_LoyaltyAccountRS</a></li> </ul>                             |
| Package Tour/Holiday Booking Reservation | <ul style="list-style-type: none"> <li>• <a href="#">OTA_PkgBookRS</a></li> <li>• OTA_ResRetrieveRS</li> </ul>       |
| Profile                                  | <ul style="list-style-type: none"> <li>• <a href="#">OTA_ProfileReadRS</a></li> </ul>                                |

|                  |   |
|------------------|---|
| Rail Reservation | <ul style="list-style-type: none"> <li>OTA_ResRetrieveRS</li> </ul> |
| Tour Reservation | <ul style="list-style-type: none"> <li>OTA_ResRetrieveRS</li> </ul> |

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

## OpenTravel Data Dictionary

- [Read Reservation](#)

## OpenTravel Message Includes

- OTA\_CruiseCommonTypes
- OTA\_PkgCommonTypes
- OTA\_VehRetResRQ

## Message Pair Use Cases

### *Retrieve an airline reservation by reservation ID*

| <b>Request Message</b>  | <b>Response Message</b>                                      |
|---|--|
| View/Download: <a href="#">OTA_ReadRQ.xml</a>   | View/Download: <a href="#">OTA_AirBookRS.xml</a>             |
| <p>Albert Mazini made an airline reservation through the electronic service provider BookNow to travel to a theme park.</p> <p>He leaves tomorrow and he can't remember his flight number or what time the plane leaves.</p> <p>He sits down at his computer and types in his reservation id, name and phone number as verification information in order to get a display of his reservation.</p> <p>BookNow uses a global distribution system (GDS) for a booking engine and to house its reservation files so it sends a Read request message to the GDS.</p> | <p><i>The reservation for Albert Mazini is returned.</i></p> |

### *Retrieve a package tour reservation by passenger name*

| <b>Request Message</b>                         | <b>Response Message</b>                              |
|--|--|
| View/Download: <a href="#">OTA_ReadRQ2.xml</a> | View/Download: <a href="#">OTA_ResRetrieveRS.xml</a> |

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

### *Read a cruise reservation*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_ReadRQ3.xml</a>   | View/Download: <a href="#">OTA_ResRetrieveRS2.xml</a>  |
| <p>Brandon Wilson travels to Washington D.C. often during the year and he always stays at the Marriott Hotel in Tysons Corner, VA.</p> <p>He makes a number of his reservations at one time. He will be staying at the Marriott in December and can't remember if he has made a reservation for this stay.</p> <p>Brandon, via the Marriott internet site, requests to see his reservation for December.</p> | <p><i>Since Brandon has not made a reservation for December, an exact match cannot be found for his request. The responder returns a list of all the reservations that it has for Brandon.</i></p> |

### *Retrieve an airline reservation by frequent flier number*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_ReadRQ4.xml</a>  | View/Download: <a href="#">OTA_ResRetrieveRS3.xml</a>  |
| <p>Paul Adams has booked an airline reservation through a travel agent.</p> <p>He needs to change his return flight so he calls his travel agent to make this change. Paul cannot remember his reservation id and cannot remember if he is departing on December 3rd or 4th. He gives his airline frequent flier number to the travel agent.</p> <p>The travel agent sends a request to the airline with Paul's frequent flier number requesting that they return a list of all of the reservations that they have made for Paul.</p> | <p><i>The airline finds four reservations that were booked by the requesting travel agent for the requested frequent flier number.</i></p> <p>The list that is returned includes the reservation id, departure date, departure city and flight number for each reservation.</p> <p>Thus, the travel agent will be able to determine which reservation to request with a follow-up OTA_ReadRQ that includes the reservation id.</p> |

### *Retrieve a list of airline passengers*

| <b>Request Message</b> | <b>Response Message</b> |
|------------------------|-------------------------|
|------------------------|-------------------------|

|   |  |
|---|--|
| View/Download: <a href="#">OTA_ReadRQ5.xml</a>  | View/Download: <a href="#">OTA_ResRetrieveRS4.xml</a>  |
| <p>An airline has an irregular operation on flight 215 on November 12 and the flight departure will be delayed by 4 hours.</p> <p>The airline wants to make sure that all of their top-level frequent fliers are notified of this delay.</p> <p>The airline queries their system requesting a list of passengers on flight 215 on November 12 that are top-level frequent fliers.</p> | <p><i>A list of all passengers matching the input criteria is returned along with each passenger's booking reference id.</i></p> |

*Retrieve a cruise reservation by reservation ID*

|   |   |
|---|---|
| <b>Request Message</b><br>View/Download: <a href="#">OTA_ReadRQ6.xml</a>  | <b>Response Message</b><br>View/Download: <a href="#">OTA_ResRetrieveRS5.xml</a>  |
| <p>Jose Marquez and his wife Tamara have a reservation booked for a cruise on Norwegian Cruise Line's Pride of Hawaii, which sails on February 17, 2007.</p> <p>Jose wants to be sure his agent remembered that he and Tamara are celebrating their anniversary, so Jose logs in via his agent's website and enters his reservation number, 12272430.</p> | <p><i>Jose's reservation is returned, and he is happy to see that his anniversary is noted under special services offered by NCL.</i></p> |

*Retrieve a rail reservation by reservation ID*

|   |  |
|---|--|
| <b>Request Message</b><br>View/Download: <a href="#">OTA_ReadRQ12.xml</a> | <b>Response Message</b><br>View/Download: <a href="#">OTA_ResRetrieveRSRail1.xml</a> |
|---|--|

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## 3.10 OTA\_ScreenTextRQ/RS

### Message Pair Overview

The OpenTravel Screen Text message pair is used to request information in a free text type of response using a terminal message input. It allows users who do not have fully developed XML capabilities to send and receive XML messages and/or to request information for which there is no OpenTravel message functionality developed.

### OpenTravel Data Dictionary

- [Generic Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes

### Message Pair Use Cases

#### *Request a currency conversion*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_ScreenTextRQ.xml</a>  | View/Download: <a href="#">OTA_ScreenTextRS.xml</a>                |
| ABC Travel uses the Worldspan system for their bookings. However, they need to find the currency conversion for the Hong Kong dollar.<br><br>There are currently no OpenTravel messages for this functionality.<br><br>Using the OTA_ScreenTextRQ, ABC Travel sends Worldspan the appropriate system input to request the currency conversion. | <i>The currency exchange for the Hong Kong dollar is returned.</i> |

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# Section 4— AIR MESSAGES

## Messages Overview

The OpenTravel Air Messages provide a wide range of functionality, including:

- [Requesting flight availability for a city pair on a specific date for a specific number and type of passengers \(optionally constrained by availability for a specific airline, flight or booking class on a flight, all for a specific date\)](#)
- [Booking \(making a reservation\) for a specific itinerary for one or more identified passengers \(including optional pricing information\) while allowing the booking class availability and pricing to be rechecked as part of the booking process](#)
- [Flight check in from a self-service channel \(kiosks, web and mobile\)](#)
- [Requesting ticket fulfillment](#)
- [Displaying booking files on a queue](#)
- [Requesting information on fares between city pairs for a particular date or date range with no Inventory check for available seats](#)
- [Requesting updated information on the operation of a specific airline flight](#)
- [Requesting flight leg and codeshare information for a specific flight on a specific date between a city pair](#)
- [Requesting lowest fare priced itinerary options for flights between specific city pairs on certain dates for specific numbers and types of passengers](#)
- [Requesting pricing information for specific flights on certain dates for a specific number and type of passengers \(including optional information such as fare restriction preferences and negotiated fare contract codes\)](#)
- [Requesting text rules for a specific fare basis code for an airline and city pair on a specific date \(including optional information such as negotiated fare contract codes\)](#)
- [Viewing airline flight schedules](#)
- [Displaying which seats are available for a given flight, as well as their location within the aircraft](#)
- [Modifying an existing booking file \(reservation\)](#)
- [Modifying an existing booking file \(reservation\)](#)
- [Make a reservation with EMD Information for an EMD-A Extra Baggage Fee](#)
- [Make a reservation with EMD information for an EMD-S airline lounge fee](#)
- [Modify a reservation with EMD Information for an EMD-A extra baggage fee](#)
- [Charitable \(micro\) donation information collected in an Air booking with no receipt requested](#)
- [Charitable \(micro\) donation information collected in an Air booking with a receipt requested](#)

# Electronic Miscellaneous Documents (EMD) for Air Messages

## Overview

Electronic miscellaneous document (EMD) business functionality in OpenTravel air messages allows OpenTravel implementers to exchange fee-related information (that is separate from a fare) for items and services passengers can purchase to enhance their travel experience. These items and services include inflight amenities such as meals and entertainment and the sale of merchandise. Additionally, other EMD fees, such as fees for baggage charges may be exchanged. EMD's are stored in a reservation system (in conjunction with a booking transaction) if there is any relationship to a PNR (passenger name record) and are stored in ticketing segments if there is any association to an eTicket.

*Electronic Miscellaneous Documents background: In 2004, the airline industry proposed a new concept in pricing that would include the ability to identify and charge fees for services separately from the fare. These fees cover optional services such as merchandise, in-flight services, and standard services such as unaccompanied minor fees, excess baggage charges, and oxygen. In addition the EMD covers services traditionally booked on the paper Miscellaneous Charges Order such as refunds and cancellation penalties.*

EMD information is exchanged in the following OpenTravel Air messages:

- OTA\_AirCommonTypes
- OTA\_AirBookRQ/RS
- OTA\_AirBookModifyRQ/RS
- OTA\_AirDisplayQueueRS

## Notes and Considerations for Implementers

1. OpenTravel's implementation of Electronic Miscellaneous Document information exchange is based on the International Air Transport Association (IATA) EMD-A and EMD-S data element definitions. Note that OpenTravel's current implementation of EMD's does not provide issuance functionality or other management operations already provided by IATA messages, and has not introduced changes to IATA defined EMD data. Please refer to the IATA website for additional information.
2. As defined by IATA web services, EMD-S can be either a stand-alone document (e.g. issued for fulfillment of merchandise), or can be linked to a passenger itinerary in connection with the Electronic Ticket Number (e.g. issued for fulfillment of services such as lounge passes, travel insurance). An EMD-A is associated with an eTicket at the coupon (segment) level and the fundamental difference is that use of the document is fundamentally tied to use of the associated eTicket coupon (e.g. issued for fulfillment of flight services such as seats, meals, etc.)
3. Use of the optional EMD\_Info/FareInfo/RuleIndicator/@RuleCode attribute requires knowledge of ATPCO category numbers for fares. Please refer to the [ATPCO website](#) for additional information.
4. The [OpenTravel Electronic Miscellaneous \(EMD\) schema dictionary](#) can be accessed from the OpenTravel wiki.

# Charitable Donation Information in Air Booking Request Message

## Overview

OpenTravel is pleased to announce support for charitable donations in OpenTravel Air, Car and Hotel booking request messages. The current implementation supports “Massive Good” micro-donations but is flexible in its support for any type of charitable donation in an OpenTravel booking request message due to the reuse of OpenTravel elements, simple types and attribute groups.

### Donation Information Collected/ Exchanged During an OpenTravel Booking Request

The categories of information collected and exchanged during an OpenTravel air, car and hotel booking request includes:

- Donor name, address, contact information and preferred language
- Donor credit card information
- Donation server authentication information

### Specifying General Donation Information

General donation information includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- @Language - The localized error response language.
- @GDS\_ID - The ID of the GDS (global distribution service) providing the donation.
- @AskForReceiptInd - If true, the donor wants a donation receipt.
- @CountryCode - The 2 character ISO3166 country code of the donor.
- @StateCode - The origin state of the donor.

### Specifying Front Office Information

In the current implementation, Front Office information contains the identification and authentication information for the Massive Good donation server (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details and note that these field values must be acquired from an Amadeus or Millennium Foundation Administrator):

- <FrontOfficeInfo> - The identifying fields for the front office for a Massive Good donation: Product Name, Product version, Office ID and Corporate ID.
- @ProductName - The Massive Good/ Amadeus Donation Service product name.
- @ProductVersion - The Massive Good/ Amadeus Donation Service product version.
- @OfficeID - The Massive Good/ Amadeus Donation Service office ID.
- @CorporateID - The Massive Good/ Amadeus Donation Service corporate ID.

### Specifying Credit Card Payment Information

Credit card payment information for the donation includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- <CreditCardInfo> - Donation credit card information.

- @Currency - The donation currency code (ISO 4217.)
- @DonationAmount - The donation amount.
- @CardType - Indicates the type of magnetic striped card. Refer to OpenTravel Code List "Card Type (CDT)."
- @CardNumber - Credit card number embossed on the card.
- @EffectiveDate - Indicates the starting date.
- @ExpireDate - Indicates the ending date.
- <CardHolderName> - Name of the card holder.

### Specifying Donor Name and Contact Information

Donor name and contact information includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- <DonorInfo> - Donor information, including Email Address, First Name, Last Name, Street Address, City and Zip Code.
- <Name> - The donor name.
- <GivenName> - Given name, first name or names.
- <Surname> - Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
- <ContactInfo> - Donor address and email address information.
- @EmailAddress - The donor email address.
- <AddressLine> - When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
- <CityName> - City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
- <PostalCode> - Post Office Code number.

### Enhanced OpenTravel Schema Details

The following OpenTravel booking request messages have been enhanced to exchange charitable donation information:

- OTA\_CommonTypes - A new <DonationType> element was added that includes numerous elements and attributes and can be found in the [OpenTravel Charitable Donation Schema Dictionary](#).
- OTA\_AirBookRQ - The OTA\_AirBookRQ message has been enhanced with an OTA\_AirBookRQ/DonationInformation element.
- OTA\_HotelResRQ - The OTA\_HotelResRQ message has been enhanced with an OTA\_HotelResRQ/DonationInformation element.
- OTA\_VehResRQ - The OTA\_VehResRQ message has been enhanced with an OTA\_VehResRQ/DonationInformation element.

## Notes and Considerations for Implementers

1. OpenTravel's implementation of charitable donations in OpenTravel booking request messages has been implemented as a <DonationInformation> element that's in the following OpenTravel REQUEST messages:

- [OTA\\_AirBookRQ](#) (Air reservation request)
- [OTA\\_HotelResRQ](#) (Hotel reservation request)
- [OTA\\_VehResRQ](#) (Vehicle reservation request)

*NOTE: NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.*

2. Note that charitable donation information is exchanged in OpenTravel messages and separate web service(s) (NOT provided by OpenTravel) are required for processing charitable donation information. The structure and elements/attributes contained in the OpenTravel DonationType element are based on comments submitted by an OpenTravel member that is creating web services that interact with the Massive Good Donation Webservice API donationProcess2 web service. Please contact [operations@millennium-foundation.org](mailto:operations@millennium-foundation.org) for more information.

## Messages List

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## 4.1 OTA\_AirAvailRQ/RS

### Message Pair Overview

The OpenTravel Air Availability message pair contains the structure and elements of requests and responses for airline flight availability and point of sale information. The Air Availability request message requests flight availability for a city pair on a specific date for a specific number and type of passengers.

The request can also be narrowed to request availability for a specific airline, flight or booking class on a flight, all for a specific date. Optional request information can include:

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

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

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirPreferences

### Message Pair Use Cases

*Air flight search and availability with various flight criteria specified*

| <b>Request Message</b>                            | <b>Response Message</b>                           |
|---|---|
| View/Download: <a href="#">OTA_AirAvailRQ.xml</a> | View/Download: <a href="#">OTA_AirAvailRS.xml</a> |



|   |   |
|---|---|
| <p>Bob is planning a trip for his wife and child to fly from London to Los Angeles.</p> <p>He would like to depart on August 13 and prefers a non-stop flight, but if he has to make a stopover, he prefers that there be a maximum of one stopover.</p> <p>He also would like to fly on a 757 and have his tickets mailed to him and he wants to fly economy class.</p> <p>Bob requests availability on flights from London to Los Angeles on August 13.</p> | <p><i>Available flights returned.</i></p> <p>Bob receives information on two possibilities, one a non-stop flight and the other a connecting flight through New York. Along with providing information on the availability of the different booking classes, the response gives him meal information, equipment type, on time percentage and other helpful information.</p> |
|---|---|

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## 4.2 OTA\_AirBookRQ/RS

### Message Pair Overview

The OpenTravel Air Book message pairs books a specific itinerary for one or more identified passengers. The messages contain optional pricing information, allowing the booking class availability and pricing to be rechecked as part of the booking process.

Optional request information can include:

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

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Make a reservation with a special request*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirBookRQ.xml</a>   | View/Download: <a href="#">OTA_AirBookRS.xml</a>   |
| <p>John Smith wants to fly from Washington D.C. to San Diego on American Airlines flight 150 on December 12 and return on flight 151 on December 14.</p> <p>He wants to book in Q class and also would like to be assigned seat 14C. He will need wheelchair assistance on the flight to San Diego and wants his ticket to be an e-ticket.</p> <p>John's travel agent makes a request on his behalf to book the two flights.</p> | <p><i>Air reservation confirmed.</i></p> <p>The travel agent receives a response that echoes back the information sent in the request and also returns the American Airline booking reference and a date by which time the booking must be ticketed.</p> |

*Air Booking with EMD information for an EMD-A extra baggage fee*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirBookRQ20.xml</a>   | View/Download: <a href="#">OTA_AirBookRS20.xml</a>  |
| An airline website makes a booking request for a flight that includes a \$25.00 (EMD-A) baggage fee charged to the customer. Note that this use case assumes the EMD has been previously issued using IATA messages. | <p><i>Air reservation confirmed.</i></p> <p>An airline website makes a booking request for a flight that includes a \$25.00 (EMD-A) baggage fee charged to the customer and this response transaction includes the EMD-A information. Note that this use case assumes the EMD has been previously issued using IATA messages.</p> |

*Air Booking with EMD information for an EMD-S airline lounge fee*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirBookRQ21.xml</a>   | View/Download: <a href="#">OTA_AirBookRS21.xml</a>   |
| An airline website makes a booking request for a flight that includes a \$50.00 (EMD-S) lounge access fee charged to the customer. Note that this use case assumes the EMD has been previously issued using IATA messages. | <p><i>Air reservation confirmed.</i></p> <p>An airline website has made a booking request for a flight that includes a \$50.00 (EMD-S) lounge access fee charged to the customer and this response contains the EMD-S information. Note that this use case assumes the EMD has been previously issued using IATA messages.</p> |

*Air booking modification with EMD information for an EMD-A extra baggage fee*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ20.xml</a>   | View/Download: <a href="#">OTA_AirBookModifyRS20.xml</a>   |
| An airline website makes a booking modify request for a previously booked flight that includes a re-booked flight segment and information about the previously issued \$25.00 (EMD-A) baggage fee charged to the customer. Note that this use case assumes the EMD has been previously issued using IATA messages. | <p><i>Air reservation modification confirmed.</i></p> <p>An airline website has made a booking modify request for a previously booked flight that includes a re-booked flight segment and information about the previously issued \$25.00 (EMD-A) baggage fee charged to the customer and this response message contains the display response EMD-A information.</p> |

*Air booking modification with EMD information for an EMD-A extra baggage fee*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ20.xml</a>   | View/Download: <a href="#">OTA_AirBookModifyRS20.xml</a>  |
| An airline website makes a booking modify request for a previously booked flight that includes a re-booked flight segment and information about the previously | <p><i>Air reservation modification confirmed.</i></p> <p>An airline website has made a booking modify request</p> |

|   |  |
|---|--|
| issued \$25.00 (EMD-A) baggage fee charged to the customer. Note that this use case assumes the EMD has been previously issued using IATA messages. | for a previously booked flight that includes a re-booked flight segment and information about the previously issued \$25.00 (EMD-A) baggage fee charged to the customer and this response message contains the display response EMD-A information. |
|---|--|

*Charitable (micro) donation information collected in an Air booking with no receipt requested*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirBookRQ100.xml</a>  |   |
| A \$2.00 Massive Good donation is made from a United States citizen using a MasterCard credit card with NO donation receipt requested. Because the donor's residence is in the United States, a "StateCode" is required. | <i>NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.</i> |

*Charitable (micro) donation information collected in an Air booking with a receipt requested*

| <b>Request Message</b>  |   |
|---|---|
| View/Download: <a href="#">OTA_AirBookRQ101.xml</a>   |   |
| A \$2.00 Massive Good donation is made from a United States citizen using a Master Card credit card with a donation receipt requested. Because the donor's residence is in the United States, a "StateCode" is required and because the donor asked for a receipt, receipt information is required. | <i>NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.</i> |

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## 4.3 OTA\_AirCheckInRQ/RS

### Message Pair Overview

The OpenTravel Air Check In message pair provides air travel check-in function specifically for the self-service channels (kiosks, web and mobile).

These messages allow customers to check-in for eligible flights using various channels (kiosks, web and mobile) and provide the ability to perform related functions such as checking baggage, issue bag tags, boarding passes and entering further passenger information (APIS data etc.)

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Passenger check in with boarding pass issued*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirCheckInRQ.xml</a>  | View/Download: <a href="#">OTA_AirCheckInRS.xml</a>  |
| <p>The passenger, Vicki Smith, approaches a self-service kiosk to check-in for a previously booked flight.</p> <p>The kiosk prompts Vicki for pertinent traveler information to search for her booking.</p> <p>The kiosk displays itineraries available for check-in. She selects today's flight CO944 (IAH to ORD) to check-in.</p> <p>The kiosk sends a check-in message to the airline DCS system to initiate check-in, including the passenger data (Vicki Smith) and flight data (CO944, Y class, IAH to ORD, 19JAN).</p> <p>Vicki is not checking in baggage but only has carry on bags.</p> | <p><i>Successful check in, boarding pass printed.</i></p> <p>The airline DCS system processes the check-in request from the kiosk.</p> <p>Upon successful check-in, the DCS returns a successful response to the kiosk including all data to be printed on the boarding pass based upon IATA resolutions.</p> <p>This data includes the passenger and flight information from the request in addition to the cabin name (economy), departure time (5:00 pm), boarding time (4:30 pm), seat number (32A), gate number (B32), and other information.</p> <p>Upon receipt of this message, the kiosk initiates the printing of a boarding pass for Vicki.</p> |

*Passenger check in as a denied boarding volunteer*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirCheckInRQ2.xml</a>   | View/Download: <a href="#">OTA_AirCheckInRS2.xml</a>  |
| <p>The passenger, Joe Traveler, approaches a self-service kiosk at LAX to check-in for a previously booked flight.</p> <p>The kiosk prompts Joe for pertinent traveler information to search for his booking and Joe swipes his credit card.</p> <p>The kiosk displays itineraries available for Joe to check-in. Joe selects today's flight UA899 (LAX to NRT) to check-in.</p> <p>Since the flight to Tokyo is overbooked, the kiosk displays a prompt asking if the passenger would like to volunteer for denied boarding, just in case denied boarding is required for the flight.</p> <p>Joe accepts the offer and volunteers for denied boarding. The kiosk sends a check-in message to the airline DCS (Departure Control System) to initiate check-in, including the passenger and flight data, and the "volunteer for DB" Boolean set to "Y".</p> <p>Joe is not checking in baggage but only has carry on bags.</p> <p>Prior to the kiosk sending this request, the requisite messaging has occurred to provide the kiosk system with information pertinent to the passenger(s) and flight(s) being checked in.</p> | <p><i>The airline DCS processes the check-in request from the kiosk and places Joe on the voluntary denied boarding list for the selected flight.</i></p> <p>Upon successful check-in, the DCS returns a successful response to the kiosk including all data to be printed on the boarding pass based upon IATA resolutions.</p> <p>This data includes the passenger and flight information from the request in addition to the cabin name, departure time, boarding time, seat number, departure gate number, and other pertinent information.</p> <p>Upon receipt of this message, the kiosk initiates the printing of a boarding pass for Joe.</p> |

*Passenger check in with alternate flight request*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirCheckInRQ3.xml</a>   | View/Download: <a href="#">OTA_AirCheckInRS3.xml</a>   |
| <p>Passenger John Elway is booked on flight UA123 from San Francisco to Denver, departing at 6:35 PM.</p> <p>John arrives at the airport and begins to check in via a self service kiosk three hours early at 3:30 PM.</p> <p>The kiosk prompts John for pertinent traveler information to search for his booking, and John enters the PNR record locator.</p> <p>The kiosk displays the SFO-DEN itinerary which is available for check-in.</p> <p>Since there are earlier flights with seats available, the kiosk also displays a prompt to "change</p> | <p><i>The airline DCS successfully processes the check-in request from the kiosk.</i></p> <p>Upon successful check-in to flight UA123, and addition to the stand-by list on flight UA271, the DCS returns a successful response to the kiosk including all data to be printed on the boarding pass based upon IATA resolutions, and a boarding pass and/or departure management card.</p> <p>This data includes passenger information and all pertinent flight and departure information for both the confirmed flight UA123 and the stand-by flight UA271.</p> <p>Upon receipt of this message, the kiosk initiates the</p> |

|   |  |
|---|--|
| <p>itinerary/standby”.</p> <p>John selects the “change itinerary/standby” option and the kiosk displays a list of flights that are available for standby.</p> <p>John selects the first available flight, UA271, departing at 5:07 PM, and continues with the check-in.</p> <p>The kiosk sends a check-in message to the airline DCS (Departure Control System) to initiate check-in for passenger John Elway on flight UA123, and includes a request for John to be placed on the stand-by list for flight UA271.</p> <p>John is not checking in baggage but only has carry on bags.</p> | <p>printing of a boarding pass for John Elway on flight UA123 and a departure management card indicating that John is on the stand-by list for flight UA271.</p> |
|---|--|

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## 4.4 OTA\_AirDemandTicketRQ/RS

### Message Pair Overview

The OpenTravel Air Demand Ticketing message pair provides air travel ticketing functionality used for requesting ticket fulfillment.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- [OTA\\_AirCommonTypes](#)

### Message Pair Use Cases

*Demand a ticket for a partial itinerary and selected passengers*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirDemandTicketRQ.xml</a>   | View/Download: <a href="#">OTA_AirDemandTicketRS.xml</a>   |
| <p>Pat Brown has booked her travel through the website Book Your Travel Now that makes reservations through a GDS.</p> <p>This GDS also does the ticket fulfillment for the website. Pat is traveling with her husband, Bob, and son, Mitch and her parents, Sally and Mike Weems on a pleasure trip.</p> <p>Her reservation includes the following itinerary:<br/> DL1193 10OCT BHM ATL<br/> DL14 10OCT ATL FRA<br/> LH3130 11OCT FRA OSL<br/> LH3137 22OCT OSL FRA<br/> DL15 22OCT FRA ATL<br/> DL1598 22OCT ATL BHM</p> <p>...and the following name information:<br/> 3Brown/Pat/Bob/Mitch 2Weems/Sally/Mike.</p> <p>Pat is not sure if her husband and her parents will be able to make the trip, but wants to go ahead and ticket herself and her son (passenger name numbers 1.1 and 1.3) for travel to Oslo (flight segments 1, 2, 3), but not the return.</p> | <p><i>The tickets for Pat and her son are successfully issued by the GDS...</i></p> <p>... and the following information is returned to Book Your Travel Now: the booking reference id 9Q2B84, the item number, the ticket number and type of ticket, the total amount of the ticket (\$945.35), the person name, the payment type and the commission amount (\$35.00).</p> <p>Only the ticket information for the first ticket is returned.</p> |



|   |  |
|---|--|
| <p>She will be paying by American Express credit card and her booking reference id is 9Q2B84.</p> <p>Also, a 5% commission up to a cap of \$35.00 will be paid.</p> |  |
|---|--|

*Demand a ticket for an additional passenger using their payment information*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirDemandTicketRQ2.xml</a>  | View/Download: <a href="#">OTA_AirDemandTicketRS2.xml</a>  |
| <p>The traveler, Tasha Jones, is a home health nurse for a physically challenged woman, Ms. Marchbanks.</p> <p>Ms. Marchbanks needs to fly from Los Angeles to Atlanta one way.</p> <p>Tasha books a flight for both of them.</p> <p>She uses Ms. Marchbank's credit card to purchase the tickets.</p> | <p><i>Tickets are successfully issued for both passengers...</i></p> <p>... and the following information is returned: the booking reference id A45D1, the item number, the ticket number and type of electronic, the total amount of the ticket (\$1945.35), the person name, the payment type and the commission amount (35.00).</p> |

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## 4.5 OTA\_AirDisplayQueueRS

### Message Pair Overview

The OpenTravel [OTA\\_ReadRQ](#) and Air Display Queue response messages are used to display booking files on a queue. The booking file data can be requested in full format whereby the booking file(s) on that queue will be returned or in condensed format containing queue information. This data will be used for queuing and booking reference.

Additionally, the items can be removed from queue (by displaying them) or left on the respective queue.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- [OTA\\_AirCommonTypes](#)

### Message Pair Use Cases

*Display and remove all booking files from queue*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_ReadRQ7.xml</a>  | View/Download: <a href="#">OTA_AirDisplayQueueRS.xml</a>   |
| <p>A client wants to display all items from queue 760 for pseudo city 2U7 and have the items removed from the queue by displaying them.</p> <p>Additionally, the client wants to receive condensed data only.</p> | <p>All items on the queue are returned in condensed format.</p> <p>In this case, 2 queue items are returned.</p> <p>The first item was placed on queue 760 because a segment in the booking got confirmed.</p> <p>The client will inform the passenger that the segment is confirmed.</p> <p>The second item was placed on queue 760 to issue the ticket. For this item, the client will issue the ticket for the passenger.</p> |

*Display and leave all booking files on queue*

| <b>Request Message</b>                         | <b>Response Message</b>                                   |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ8.xml</a> | View/Download: <a href="#">OTA_AirDisplayQueueRS2.xml</a> |

|   |   |
|---|---|
| <p>A client wants to display the first item from queue 760 for pseudo city 2U7 that was modified between January 1st, 2006 and January 5th, 2006.</p> <p>This item should remain on the queue after it is displayed.</p> <p>Additionally, the client wants to receive the full booking file data in the response.</p> | <p><i>The first booking file on queue 760 for pseudo city 2U7 that was modified during the requested date range is returned with its full data.</i></p> <p>The item remains on the queue after being displayed.</p> <p>The reason for the queue placement is returned as well. In this case, the booking was placed on queue due to a change of aircraft.</p> |
|---|---|

*Modify a reservation with EMD Information for an EMD-A extra baggage fee*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ20.xml</a>   | View/Download: <a href="#">OTA_AirDisplayQueueRS20.xml</a>  |
| An airline website makes a booking modify request for a previously booked flight that includes a re-booked flight segment and information about the previously issued \$25.00 (EMD-A) baggage fee charged to the customer. Note that this use case assumes the EMD has been previously issued using IATA messages. | An airline website has made a booking modify request for a previously booked flight that includes a re-booked flight segment and information about the previously issued \$25.00 (EMD-A) baggage fee charged to the customer and this response message contains the display response EMD-A information. |

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## 4.6 OTA\_AirFareDisplayRQ/RS

### Message Pair Overview

The OpenTravel Air Fare Display message pair allow clients to request information on fares which exist between a city pair for a particular date or date range. No Inventory check for available seats on flights is performed by the server before returning the Fare Display Response message.

The request can optionally contain information indicating that a more specific response is required. This information can include passenger information, specific flight information and information on the types of fares that the client is interested in.

The response message contains repeating FareDisplayInfo elements, each of which contains information on a specific fare contract including airline, travel dates, restrictions and pricing. It can optionally return information on other types of fares that exist, but have not been included in this response.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes
- OTA\_AirPreferences

### Message Pair Use Cases

*Request fare information for an adult passenger*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AirFareDisplayRQ.xml</a>   | View/Download: <a href="#">OTA_AirFareDisplayRS.xml</a>  |
| The user request for the OTA-AirFareDisplayRQ message contains a fare display from Zurich (ZRH) to London (LON) in business class (C) for the departure date 20 March 2005 and ticketing date 15 March 2005.<br><br>The fare sort option shall be from lowest to highest fare for an adult passenger. | <i>The OTA_AirFareDisplayRS message contains three fares applicable for the city pair Zurich-London.</i><br><br>The first two fares are applicable on all carriers operating the route (YY-fares) on a maximum permitted mileage base, whereas the third is a carrier specific fare applicable on LX only with a validity of 12 months on a specific routing base. |

*Request fare information for an infant passenger*

| <b>Request Message</b> | <b>Response Message</b> |
|------------------------|-------------------------|
|------------------------|-------------------------|

|   |  |
|---|--|
| View/Download: <a href="#">OTA_AirFareDisplayRQ2.xml</a>  | View/Download: <a href="#">OTA_AirFareDisplayRS2.xml</a>   |
| The user request for the OTA-AirFareDisplayRQ message contains a fare display from Zurich (ZRH) to Paris (PAR) in business class (C), today's date for the passenger reduction type Infant. | The OTA_AirFareDisplayRS message contains fares applicable for the city pair Zurich-Paris.<br>Distinction is being made for fare applicable to an infant either occupying a seat or not. |

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## 4.7 OTA\_AirFlifoRQ/RS

### Message Pair Overview

The OpenTravel Air Flight Information message pair provides updated information on the operation of a specific airline flight. The request requires the airline, flight number and departure date. The departure and arrival airport locations can also be included.

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

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Request for updated information on the operation of a specific airline flight*

| <b>Request Message</b>                            | <b>Response Message</b>                           |
|---|---|
| View/Download: <a href="#">OTA_AirFlifoRQ.xml</a> | View/Download: <a href="#">OTA_AirFlifoRS.xml</a> |

|   |  |
|---|--|
| <p>John Smith has to pickup Mike Jones at the Atlanta airport. Mr. Jones is arriving on Delta flight 1644 from Indianapolis.</p> <p>Prior to leaving for the airport, John uses his office computer to check to see if the flight is on time.</p> | <p><i>In response to John's request, Delta provides arrival information on Delta flight 1644.</i></p> <p>John determines that the flight is running 4 minutes early and is due to arrive in Atlanta at 10:26am. John is now able to determine when he needs to leave to pickup Mike.</p> |
|---|--|

*Passenger request for an air flight information notification*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AirFlifoRQ2.xml</a>  | View/Download: <a href="#">OTA_AirFlifoRS2.xml</a>   |
| <p>Tim Johnson has to catch Delta flight 1716 from Atlanta to Minneapolis for a very important meeting.</p> <p>Due to weather conditions in Minneapolis, he wishes to be notified of his flight status.</p> <p>He uses his office computer to register for flight notifications and wants to receive the notifications via his pager.</p> | <p><i>In response to Tim Johnson's request, Delta sends a notification to his pager prior to his departure.</i></p> <p>This message advises him that flight 1716 from Atlanta to Minneapolis is on time and is departing at 8:05a.m.</p> |

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## 4.8 OTA\_AirDetailsRQ/RS

### Message Pair Overview

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

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

#### *Request flight details*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirDetailsRQ.xml</a>  | View/Download: <a href="#">OTA_AirDetailsRS.xml</a>  |
| A passenger wants to find out the details of a flight he wants to book.<br><br>The passenger's travel agent sends a request for the details of flight DL194. | <i>A response is received from the airline that gives details on the total flight time, mileage, departure and arrival times, on time performance, equipment type, and meals served.</i> |

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## 4.9 OTA\_AirLowFareSearchRQ/RS

### Message Pair Overview

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

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

The Air Low Fare Search response message contains a number of 'Priced Itinerary' options. Each includes:

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes
- OTA\_AirPreferences

### Message Pair Use Cases

*Request a low fare search for priced itinerary options for flights between specific city pairs with passenger specified preferred fare types*

| <b>Request Message</b>                                    | <b>Response Message</b>                                     |
|---|---|
| View/Download: <a href="#">OTA_AirLowFareSearchRQ.xml</a> | View/Download: <a href="#">OTA_AirLowFareSearchRS.xml</a>   |
| Sam Jones is starting to plan his summer vacation to      | <i>The response returns three pricing options with fare</i> |

|  |  |
|--|--|
| <p>the Grand Canyon. He will be departing from Washington Dulles International Airport, and flying into Flagstaff, AZ.</p> <p>Since he is planning to go in June and it is only November, he does not want to make a financial commitment yet.</p> <p>However, he is willing to hold reservations for his trip.</p> <p>He does not want any fares returned that require ticket restrictions after reservations are made.</p> <p>He also knows he wants to spend at least 2 weeks at his destination, so he does not want any fares returned with maximum stays less than 14 days.</p> <p>Once the ticket is purchased there should be no changes in these plans.</p> <p>Sam accesses a travel website and sends a message requesting flights from Washington Dulles to Flagstaff, AZ for travel in June.</p> <p>His message also gives specifics concerning the type of fares in which he is interested.</p> | <p><i>amounts and fare rule information.</i></p> |
|--|--|

*Request a low fare search for priced itinerary options for flights between specific city pairs with no flight change penalties*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AirLowFareSearchRQ2.xml</a>  | View/Download: <a href="#">OTA_AirLowFareSearchRS2.xml</a>                         |
| <p>It is October 18, 2003, and Sam Jones is firming up a business trip that will begin two weeks from today.</p> <p>He will be traveling from New York to Chicago, and then onto Los Angeles before returning to New York.</p> <p>He's hoping some round trip or advance purchase fares will reduce the cost.</p> <p>Since the business plans can change, he does not want any penalties for making changes.</p> <p>He also does not want any minimum stay dictating when he must commence his return from either of these cities.</p> <p>If he finishes his business in both cities in 3 days, he does not want a fare that would require he spend seven days in either city before he could return.</p> <p>He also knows that the trip will not take any longer than 2 weeks.</p> <p>Using a travel website, Sam sends a message requesting fares for a trip from New York to Chicago and then on to Los Angeles and finally returning home</p> | <p><i>The response returns three pricing options with fare rules for each.</i></p> |

|  |  |
|--|--|
| to New York. He also specifies fare type criteria. |  |
|--|--|

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## 4.10 OTA\_AirPriceRQ/RS

### Message Pair Overview

The OpenTravel Air Price message pair provides pricing information for specific flights on certain dates for a specific number and type of passengers.

The message allows for optional information such as fare restriction preferences and negotiated fare contract codes to be included.

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

The pricing response message contains a 'Priced Itinerary'. This includes:

- The set of flights sent in the pricing request message
- Pricing information including taxes and full fare breakdown for each passenger type
- Ticketing information
- Fare Basis Codes and the information necessary to make a Fare Rules entry.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Request a priced itinerary*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirPriceRQ.xml</a>  | View/Download: <a href="#">OTA_AirPriceRS.xml</a>                |
| <p>Tanya Mercedes has booked flights from Atlanta to Los Angeles and then on to Honolulu.</p> <p>She now wants to price this itinerary so she requests that the itinerary be priced.</p> <p>Tanya's travel agent sends a request to price the itinerary.</p> | <p><i>A response is received with the itinerary priced..</i></p> |

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## 4.11 OTA\_AirRulesRQ/RS

### Message Pair Overview

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

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

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes

### Message Pair Use Cases

*Request air rules for a specific fare basis code*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AirRulesRQ.xml</a>   | View/Download: <a href="#">OTA_AirRulesRS.xml</a>                        |
| A customer has priced itinerary for Atlanta to Seattle and now wants to see the rules associated with the fare basis code UE140PNX.<br><br>The customer sends a request to get the rules for this code. | A response is received with the rules for the requested fare basis code. |

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## 4.12 OTA\_AirScheduleRQ/RS

### Message Pair Overview

The OpenTravel Air Schedules message pair provides a customer or a third party entity with the ability to view airline flight schedules. This message pair requires the customer to specify the departure and arrival cities for a specific date. It offers flight information on airlines that provide service between the requested cities.

The Air Schedules messages could be used for the following circumstances:

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

The Air Schedules message also contains other information that customers may be interested in, including:

- Meal service
- Duration of flight
- On-time statistics
- Smoking allowed indicator

In addition, these messages provide the foundation for electronic timetables.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- OTA\_AirCommonTypes
- OTA\_AirPreferences

### Message Pair Use Cases

*Request and view airline flight schedules with carrier, meal and cabin preferences specified*

| <b>Request Message</b>                               | <b>Response Message</b>                                 |
|--|---|
| View/Download: <a href="#">OTA_AirScheduleRQ.xml</a> | View/Download: <a href="#">OTA_AirScheduleRS.xml</a>    |
| Mr. Sam Jones, a United Airlines Mileage Plus        | Mr. Jones receives the following options in response to |

|   |   |
|---|---|
| <p>member, is interested in traveling from Denver (DEN) to Los Angeles (LAX) for a business meeting. His meeting is on December 1, 2003 in the late afternoon.</p> <p>He would like to take a flight that will leave in the morning around 9:00am, so that he can get into Los Angeles in time for his meeting. He is only interested in seeing flight options for United, given his frequent flyer loyalty.</p> <p>Mr. Jones appreciates the comfort of business class and large planes, so he would prefer a schedule with these options. He is also concerned about his meal options because he does not want to take the time to stop on his way to his meeting to get lunch.</p> <p>Using his wireless device, Mr. Sam Jones requests flight schedule information on United Airlines departing Denver around 9:00a.m. and arriving in Los Angeles on December 1, 2003.</p> | <p><i>his request:</i></p> <p><b>Option 1:</b> United Airlines flight 443, which departs at 9:00a.m. and arrives at 10:24am. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that breakfast is served on this flight. He also notes that this flight is available all days of the week.</p> <p><b>Option 2:</b> United Airlines flight 781, which departs at 10:50a.m. and arrives at 12:15PM.. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that a snack is served on this flight. He also notes that this flight is only available on Sundays.</p> |
|---|---|

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## 4.13 OTA\_AirSeatMapRQ/RS

### Message Pair Overview

The OpenTravel Air Seat Map message pair display which seats are available for a given flight, as well as their location within the aircraft. To make a seat assignment when using an online booking product, a customer will frequently access a seat map display to determine which seats are available and then they will make a separate seating request.

These messages identify all the information necessary to request and return an available seat map for a particular flight. Types of information for the seat map request include: airline, flight number, date of travel, class of service and frequent flier status.

The response message includes: flight, aircraft and seat description information.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- [OTA\\_AirCommonTypes](#)

### Message Pair Use Cases

*Request seat maps for one passenger with two flight segments*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AirSeatMapRQ.xml</a>   | View/Download: <a href="#">OTA_AirSeatMapRS.xml</a>   |
| <p>Mr. Sam Jones is flying from Calcutta to London via Bombay.</p> <p>For the Calcutta – Bombay sector, he is booked on Indian Airline 273 on 26th Sep 03 in the business class while for the Bombay – London sector he is booked on Air India 101 on 27th Sep 03 in first class.</p> <p>The booking was done by the Sabre agent 'Indian Travels Calcutta', with the IATA code 0001.</p> <p>The Sabre PNR is 123456 while the Indian Airlines PNR is 345678 and the Air India PNR is H1234.</p> <p>Mr. Jones is a Frequent Flier with Air India and his number is C12345.</p> <p>He has advised his travel agent that he would like a</p> | <p><i>The seat map response contains only the cabin class in which the Mr Jones is booked, namely business class and first class in the two flight segments respectively.</i></p> <p>Note: In the XML response the seat details of only one zone of the economy class is included to keep the document short. Also only certain seat characteristic values have been returned for each seat; numerous other values could be returned.</p> |

|   |  |
|---|--|
| <p>non-smoking, aisle seat preferably near toilets.</p> <p>A request is sent to retrieve the seat map for flight IC273 and AI101.</p> <p>Note: If the Seat Map request message contains flight segments that represent a change of gauge, the expected response should be an OpenTravel Error message.</p> <p>As of 2003B, the Seat Map response message is not designed to provide Seat Maps across change of gauge.</p> |  |
|---|--|

*Request seat maps for multiple passengers with an upgrade*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AirSeatMapRQ2.xml</a>  | View/Download: <a href="#">OTA_AirSeatMapRS2.xml</a>  |
| <p>Mr. Sam Jones is traveling to London from Bombay with his friend John Smith on 2 Oct 03 on Air India 111 flight. Both have been booked in economy class.</p> <p>The booking was done by the Sabre agent 'Indian Travels Calcutta', with the IATA CODE 0001. The Sabre PNR is 123456 while the Air India PNR is H1234.</p> <p>Mr. Jones is a Frequent Flier with Air India and his number is C12345.</p> <p>He has advised his travel agent that he would like to upgrade to a seat in the First class cabin.</p> <p>The seat map request is sent with a request for the seat map of one flight segment in the itinerary for the two passengers in the PNR.</p> | <p><i>Since Mr. Jones is booked in economy, but is hoping for an upgrade to first class, the seat availability is returned for both first and coach cabins.</i></p> |

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## 4.14 OTA\_AirBookModifyRQ/OTA\_AirBookRS

### Message Pair Overview

The OpenTravel Air Book Modify Request/ Air Book Response message pair modify an existing booking file. The message contains all elements of the OTA\_AirBookRQ message, plus a general type of modification, e.g. name change, split, cancel or other, is indicated within the 'ModificationType' attribute.

The modification operation on the different elements is either indicated with the existing attribute 'Status' (for air segments, SSR's and seat requests) or with attribute 'Operation' of Type ActionType for the other elements (e.g. Other service information, remarks, AirTraveler Elements, etc.).

All the data to be changed is submitted in the AirBookModifyRQ element, while the AirReservation element contains all existing data. This allows the receiving system to perform a consistency check before updating the booking file. Please note that in order to keep the message small, the existing information could be omitted.

Please note that changes to a booking may result in required updates of the ticket (e.g. re-validation), implied charges for a change, altered pricing and/or the generation of some fees that may need to be collected, and these ticketing, pricing and fulfillment operations are not in scope for this message pair nor referenced in the following use cases.

The response to the OTA\_AirBookModifyRQ message is the OTA\_AirBookRS message.

### OpenTravel Data Dictionary

- [Air Messages](#)

### OpenTravel Message Includes

- [OTA\\_AirCommonTypes](#)

### Message Pair Use Cases

*Make a name change for one passenger*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ.xml</a>   | View/Download: <a href="#">OTA_AirBookRS3.xml</a>                           |
| <p>The name of passenger Anthony Miller is spelled incorrectly.</p> <p>His name is actually Anthony Mueller.</p> <p>This is the only change made to the booking file; itinerary and special service all remain the same.</p> <p>Additionally, processing will place the booking file on Queue 9 of city LHR.</p> | <p><i>The name is changed and returned with the same RPH as before.</i></p> |

|   |  |
|---|--|
| Note(s): The sending of existing SpecialServiceRequests, SeatRequests, OtherServiceInformation or AirTraveler information (except for the passenger name and the RPH number) in the AirReservation element is optional. |  |
|---|--|

*Modify a reservation by splitting and updating a booking file message*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ2.xml</a>   | View/Download: <a href="#">OTA_AirBookRS4.xml</a>                                   |
| <p>Mr. Bertram King is unable to travel from London to New York via Zurich on 30 Sep 04.</p> <p>He is changing his travel plans to travel on 2 Oct 04 and wishes to reserve a seat and requests his vegetarian meals.</p> <p>Note(s): The originally booked Seats and Meals do not need to be cancelled, as the Airline reservation systems usually do this automatically. However, if required, they can be specifically cancelled by sending them in the AirBookModifyRQ element with status="16" (cancelled).</p> <p>As the return flight JFK-ZRH on 10 Nov 04 remains unchanged it does not need to be sent again in the AirBookModifyRQ element.</p> | <p><i>The response shows the split off booking file with the modifications.</i></p> |

*Modify a reservation by reducing the number in party*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ3.xml</a>   | View/Download: <a href="#">OTA_AirBookRS5.xml</a>   |
| <p>Mr. Bertram King is not able to travel at all.</p> <p>His entire (individual) booking must be cancelled.</p> | <p><i>The receiving system was not able to perform the reduce number in party transaction, due to an out of sync situation of the existing booking file, which was already cancelled (Code 95).</i></p> |

*Cancel an entire multi-party reservation*

| <b>Request Message</b>   | <b>Response Message</b>                                   |
|--|---|
| View/Download: <a href="#">OTA_AirBookModifyRQ4.xml</a>  | View/Download: <a href="#">OTA_AirBookRS6.xml</a>         |
| <p>Mr. Ironheart, Mr. King and Mr. Mueller are not able to travel at all.</p> <p>The entire booking must be cancelled.</p> | <p><i>The booking file is successfully cancelled.</i></p> |

*Modify a reservation itinerary*

| <b>Request Message</b>  | <b>Response Message</b>                                  |
|---|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ5.xml</a>   | View/Download: <a href="#">OTA_AirBookRS7.xml</a>        |
| <p>Mr. Ironheart, Mr. King and Mr Mueller are not able to travel on 30 Sep 04.</p> <p>They wish to travel on 2 Oct.04 instead on the same flight numbers.</p> <p>The segments LHR-ZRH and ZRH-JFK in L class are cancelled with Status="16".</p> <p>From LHR to ZRH L class is still available and the new flight segment is requested in L class on 2 Oct 04.</p> <p>From ZRH to JFK L class is no longer available so the passengers decide to fly C class.</p> <p>Note: In the example below, the original seat and meal requests are automatically cancelled with the cancellation of the segments.</p> | <p><i>The booking file was successfully updated.</i></p> |

*Modify a reservation by changing a seat or special service request*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ6.xml</a>   | View/Download: <a href="#">OTA_AirBookRS8.xml</a>  |
| <p>Mr. Mueller has changed his mind.</p> <p>He would prefer an Asian vegetarian meal to the western vegetarian meal already requested.</p> <p>Additionally, all three gentlemen require wheelchairs (WCHR) on all three segments.</p> | <p><i>The transaction was processed, but Asian vegetarian meals are not offered on the flights, therefore a warning was issued (code 115).</i></p> |

*Modify a reservation by changing a seat or special service request (optimized version)*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ7.xml</a>  | View/Download: <a href="#">OTA_AirBookRS9.xml</a>  |
| <p>This is an optimized rendition of Use Case 6 for the SpecialServiceRequest elements in the AirBookModifyRQ Schema.</p> <p>This leverages the OpenTravelListOfRPH type that allows for multiple RPH values to be carried in a single field.</p> <p>This results in a more compact message, but may not be as readily understood.</p> <p>Trading partners may choose to use either of these</p> | <p><i>The transaction was processed, but Asian vegetarian meals are not offered on the flights, therefore a warning was issued (code 115).</i></p> |

|                                       |  |
|---------------------------------------|--|
| approaches, depending on their needs. |  |
|---------------------------------------|--|

*Modify a reservation by changing other service information*

| <b>Request Message</b>  | <b>Response Message</b>                                  |
|---|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ8.xml</a>   | View/Download: <a href="#">OTA_AirBookRS10.xml</a>       |
| <p>Mr. King has been recognized as a VIP on the original booking. It is later realized that he is actually a CIP who gets a different treatment.</p> <p>The original OSI VIP must be deleted and a new OSI CIP must be added to the booking.</p> <p>Additionally an OSI with the language code is supplied.</p> <p>Note: The sending of the original OSI VIP in the element AirReservation is optional.</p> | <p><i>The booking file was successfully updated.</i></p> |

*Modify a reservation by changing remarks*

| <b>Request Message</b>   | <b>Response Message</b>                                  |
|--|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ9.xml</a>  | View/Download: <a href="#">OTA_AirBookRS11.xml</a>       |
| <p>The existing remarks that the passenger is unable to travel on the original date have to be deleted (RPH 3 and 4).</p> <p>A new remark must be added indicating that the passenger has been informed about travel insurance information, in-flight amenities, etc.</p> <p>Note: Any other existing remarks remain unchanged; they can optionally be sent in the AirReservation element.</p> | <p><i>The booking file was successfully updated.</i></p> |

*Modify a reservation by changing passenger contact and other information*

| <b>Request Message</b>  | <b>Response Message</b>                                  |
|---|--|
| View/Download: <a href="#">OTA_AirBookModifyRQ10.xml</a>  | View/Download: <a href="#">OTA_AirBookRS12.xml</a>       |
| <p>Mr. King has supplied a new telephone number 01 812 00 73 (e.g., the old telephone number has to be cancelled and the new one added.)</p> <p>Additionally, he supplied his new email address (b.king@email.com) as well as his frequent flyer membership number (LX-23423443), which have to be added to the booking.</p> <p>The old email address (b.king@eemail.com) needs to be deleted. He also would like his new address to be</p> | <p><i>The booking file was successfully updated.</i></p> |

stored in the booking file (e.g., the old address has to be deleted and the new one to be added.)

Note: The individual child elements of the address cannot be modified. For any change of any of the address elements, the full address has to be deleted and the full new address has to be added.

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# Section 5— CAR MESSAGES

## Messages Overview

There are several OpenTravel Car Messages that provide a wide range of functionality, including:

- [Vehicle search with availability & rates](#) - The OpenTravel Vehicle Availability with Rates message could be used in any of the following circumstances:
  - A customer is performing a simple booking and will come into the branch office to pick-up and drop off the vehicle.
  - A customer requires a pick-up service at his/her home or office. In this case the Off Location Services element can be used to provide basic address information as well as special instructions.
  - A customer requires a delivery and collection service, where a car will be delivered to a specific location and the keys left in a secure place. Again, the Off Location Services element can be used to hold address information as well as special instructions.
- [Make, modify](#) and [cancel](#) reservations - The OpenTravel Vehicle Reservation (make) message pair is intended for a single reservation. The OpenTravel Vehicle Modify message pair is intended for customers to change information on an existing reservation. The OpenTravel Vehicle Cancel message pair is an extension of the generic OpenTravel cancel functionality (OTA\_CancelRQ/RS.) To cancel a reservation, the trading partner or customer provides the supplier or integrator with the exact Unique ID for the reservation. If the Unique ID is unknown, the trading partner may use the generic OpenTravel Retrieve Reservation (OTA\_ReadRQ/OTA\_ResRetrieveRS) message pair to search for an exact match.
- [Inventory reporting/ notification](#) - The OpenTravel Vehicle Rental Location Detail message pair provides detail information regarding a vendor's location based on an input location code.
- Vehicle [check in](#) and [check out](#) - The OpenTravel Vehicle Check In message pair provides the detail information related to the return of a rented vehicle to systems with a "need to know" that a vehicle has been returned and the rental agreement closed. The OpenTravel Check Out message pair provides all the data fields needed to capture the pertinent detail data related to renting a specific car to a customer, and send that information to automated systems that have a "need to know" that a rental vehicle was "checked out."
- [Vehicle location details reporting/ notification](#) - The OpenTravel Vehicle Location Details Notification message pair provides the capability for a car supplier to send location detail information to another system for the purpose of updating the other system's database.
- [Vehicle exchange](#) - The OpenTravel Vehicle Exchange message pair provides the capability to exchange a vehicle. This message differs from an OTA\_VehCheckOutRQ/RS in that a vehicle exchange is a specialized version of a check in/check out message in that it provides the ability to put the details of two vehicles inside one message.
- [Rental location information reporting](#) - The OpenTravel Vehicle Rental Location Detail message pair provides detailed information regarding a vendor's location based on an input location code.
- [Location-based search for vehicle vendors](#) - The OpenTravel Vehicle Location Search message pair provides for a search of vendor locations based on input criteria.



- [Rate plan requests & notification](#) - The OpenTravel Vehicle Rate Plan Notification message pair provides the capability for a car supplier to send rate detail information to another system for the purpose of populating the other system's database.
- Rate rules [requests & notification](#) - The OpenTravel Vehicle Rate Rule Notification message pair provides the capability for a car supplier to send rate rules information to another system for the purpose of populating the other system's database. The OpenTravel Vehicle Rate Rule message pair provides the capability for a car supplier to send rate rules information to another system for the purpose of populating the other system's database.
- [Vehicle reservation status notification](#) - The OpenTravel Vehicle Reservation Status Notification message pair is intended for updating a single reservation. Typically, a reservation message (e.g., OTA\_VehResRQ/RS), which resulted in a pending reservation, has been exchanged between two trading partners (e.g., a GDS and the car rental company) prior to this Reservation Notification message pair.

## Vehicle Rental No Show Fees

With the recent down turn in the economy, car rental companies are finding it more difficult to get new vehicles and must now work with smaller fleets while trying to grow their businesses. For the vehicle rental company, the new OpenTravel "Vehicle Rental No Show Fee" functionality facilitates the efficient utilization of a smaller fleet while providing transparency of no show fee policies and other information for maintaining a high level of customer satisfaction. In addition to the existing functionality in OpenTravel car schema that addresses charging cancellation fees when a reservation is actually cancelled, the new "Vehicle Rental No Show Fee" functionality facilitates a no show fee charged to a customer that books a reservation, does not cancel it, and then fails to pick up the vehicle. The vehicle no show fee is specified at the individual vehicle level, e.g. there is no method to specify that a no show fee applies to all vehicles returned in a Vehicle Availability & Rates or Vehicle Rate Rule response message. Two key concepts within the no show fee functionality are deadlines and grace periods. A deadline specifies the vehicle rental company's policy about the time by which a reservation cancellation must be made to avoid the no show fee. The grace period represents the time period between a scheduled pick-up time and when the no show fee is invoked.

## Enhancements to OpenTravel Schema

The following OpenTravel vehicle messages have been enhanced to disclose a no show fee to customers and support the collection of the fee:

### OTA\_CommonTypes

- A new a DeadlineGroup attribute group was added to the OTA\_CommonTypes/MonetaryRuleType complex type.
- A new enumeration named "AfterArrival" was added to the OTA\_CommonTypes/DeadlineGroup/@OffsetDropTime attribute of the DeadlineGroup attribute group.
- A new enumeration "No-show" was added to the CommissionType/@StatusType attribute.

### OTA\_VehicleCommonTypes

- A new "@NoShowFeeInd" attribute (of type xs:boolean) was added to the VehicleRentalRateType/RateRestrictions element, and when true, it indicates that a no show fee applies if the vehicle is not picked up and the reservation has not been canceled.

**OTA\_VehAvailRateRS**

Specifying that a vehicle has a no show fee:

- If a vehicle rental no show fee applies to a specific vehicle, the new @NoShowFeeInd attribute in the RateRestrictions element will be set to true, for example:

```
<RateRestrictions AdvancedBookingInd="true" GuaranteeReqInd="true" NoShowFeeInd="true"/>
```

Specifying the payment rules for the no show fee:

- The PaymentRules/PaymentRule element contains the no show fee rules and policy information to be displayed to the customer.
- The optional no show fee policy information that may be displayed to the customer is in the PaymentRule element, for example:

```
<PaymentRule Amount="25.00" CurrencyCode="USD" RuleType="5" OffsetTimeUnit="Hour"
OffsetUnitMultiplier="24" OffsetDropTime="BeforeArrival"/>
```

**OTA\_VehRateRuleRS**

Specifying that a vehicle has a no show fee:

- If a vehicle rental no show fee applies to a specific vehicle rate rule, the new @NoShowFeeInd attribute in the RentalRate/RateRestrictions element will be set to true, for example:

```
<RateRestrictions AdvancedBookingInd="true" GuaranteeReqInd="true" NoShowFeeInd="true"/>
```

Specifying the payment rules, fee amounts, grace periods and policy information for the no show fee:

- The NoShowFeeInfo element is located within the RateRules element at the root of the message and allows specification of deadlines for when the no show fee goes into effect; a grace period for the no show fee; the no show fee amount and whether or not a customer email address is required during the booking process and the no show fee description (text that is shown to customers). An example is:

```
<!-- VEHICLE RENTAL NO SHOW FEE INFORMATION -->
```

```
<NoShowFeeInfo>
```

```
  <Deadline OffsetTimeUnit="Hour" OffsetUnitMultiplier="24" OffsetDropTime="BeforeArrival" />
```

```
  <GracePeriod OffsetTimeUnit="Hour" OffsetUnitMultiplier="2" OffsetDropTime="AfterArrival" />
```

```
  <FeeAmount Amount="25.00" CurrencyCode="USD" GuaranteeReqInd="true" EmailRequiredInd="false" />
```

```
  <Description Formatted="true" Language="en" TextFormat="PlainText">A no show fee of 25.00 USD will be
charged for reservations that are not picked up. No fee will be charged if the reservation is cancelled more than
24 hours before the pickup. If flight information is provided and the flight is cancelled or delayed, no fee will be
charged. </Description>
```

```
</NoShowFeeInfo>
```

**Notes and Considerations for Implementers**

1. If a vehicle no show fee is NOT associated with a vehicle, vehicle suppliers may omit the @NoShowFeeInd attribute from the schema or may include it in the schema and set the value to false. You should discuss with your trading partners how a vehicle without a no show fee indicator is represented in the schema.
2. A vehicle no show fee indicator is typically used in conjunction with a guarantee required indicator. As a vehicle no show fee typically requires payment information for the no show fee (should it be invoked), the @GuaranteeReqInd value is typically set to true if the @NoShowFeeInd value is true. For example:

```
<RateRestrictions AdvancedBookingInd="true" GuaranteeReqInd="true" NoShowFeeInd="true"/>
```

3. No show fee payment rule information is flexible and may be specified in several ways, so you should check with your trading partner to see which method they use.

4. It is assumed that the payment types specified in the PaymentRules/AcceptablePayments element are also used for no show fee payments (and guarantees) and no separate method of specifying different acceptable payments types for a no show fee has been included in the schema.

```
<PaymentRules>
  <PaymentRule RuleType="4"/>
  <AcceptablePayments PaymentTypeCode="40">
    <AcceptablePayment CreditCardCode="AX" />
    <AcceptablePayment CreditCardCode="DN" />
    <AcceptablePayment CreditCardCode="DS" />
    <AcceptablePayment CreditCardCode="MC" />
    <AcceptablePayment CreditCardCode="VI" />
  </AcceptablePayments>
```

5. Some vehicle suppliers may use “Grace Periods” that are associated with the no show fee and you should discuss grace period functionality with your trading partner.

## Charitable Donation Information in Car Booking Request Message

### Overview

OpenTravel is pleased to announce support for charitable donations in OpenTravel Air, Car and Hotel booking request messages. The current implementation supports “Massive Good” micro-donations but is flexible in its support for any type of charitable donation in an OpenTravel booking request message due to the reuse of OpenTravel elements, simple types and attribute groups.

### Donation Information Collected/ Exchanged During an OpenTravel Booking Request

The categories of information collected and exchanged during an OpenTravel air, car and hotel booking request includes:

- Donor name, address, contact information and preferred language
- Donor credit card information
- Donation server authentication information

### Specifying General Donation Information

General donation information includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- @Language - The localized error response language.
- @GDS\_ID - The ID of the GDS (global distribution service) providing the donation.
- @AskForReceiptInd - If true, the donor wants a donation receipt.
- @CountryCode - The 2 character ISO3166 country code of the donor.

- @StateCode - The origin state of the donor.

### Specifying Front Office Information

In the current implementation, Front Office information contains the identification and authentication information for the Massive Good donation server (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details and note that these field values must be acquired from an Amadeus or Millennium Foundation Administrator):

- <FrontOfficeInfo> - The identifying fields for the front office for a Massive Good donation: Product Name, Product version, Office ID and Corporate ID.
- @ProductName - The Massive Good/ Amadeus Donation Service product name.
- @ProductVersion - The Massive Good/ Amadeus Donation Service product version.
- @OfficeID - The Massive Good/ Amadeus Donation Service office ID.
- @CorporateID - The Massive Good/ Amadeus Donation Service corporate ID.

### Specifying Credit Card Payment Information

Credit card payment information for the donation includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- <CreditCardInfo> - Donation credit card information.
- @Currency - The donation currency code (ISO 4217.)
- @DonationAmount - The donation amount.
- @CardType - Indicates the type of magnetic striped card. Refer to OpenTravel Code List "Card Type (CDT)."
- @CardNumber - Credit card number embossed on the card.
- @EffectiveDate - Indicates the starting date.
- @ExpireDate - Indicates the ending date.
- <CardHolderName> - Name of the card holder.

### Specifying Donor Name and Contact Information

Donor name and contact information includes (please refer to the [OpenTravel Charitable Donation Schema Dictionary](#) for more details):

- <DonorInfo> - Donor information, including Email Address, First Name, Last Name, Street Address, City and Zip Code.
- <Name> - The donor name.
- <GivenName> - Given name, first name or names.
- <Surname> - Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
- <ContactInfo> - Donor address and email address information.
- @EmailAddress - The donor email address.
- <AddressLine> - When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
- <CityName> - City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).

- <PostalCode> - Post Office Code number.

### Enhanced OpenTravel Schema Details

The following OpenTravel booking request messages have been enhanced to exchange charitable donation information:

- OTA\_CommonTypes - A new <DonationType> element was added that includes numerous elements and attributes and can be found in the [OpenTravel Charitable Donation Schema Dictionary](#).
- OTA\_AirBookRQ - The OTA\_AirBookRQ message has been enhanced with an OTA\_AirBookRQ/DonationInformation element.
- OTA\_HotelResRQ - The OTA\_HotelResRQ message has been enhanced with an OTA\_HotelResRQ/DonationInformation element.
- OTA\_VehResRQ - The OTA\_VehResRQ message has been enhanced with an OTA\_VehResRQ/DonationInformation element.

## Notes and Considerations for Implementers

1. OpenTravel's implementation of charitable donations in OpenTravel booking request messages has been implemented as a <DonationInformation> element that's in the following OpenTravel REQUEST messages:

- OTA\_AirBookRQ (Air reservation request)
- OTA\_HotelResRQ (Hotel reservation request)
- OTA\_VehResRQ (Vehicle reservation request)

*NOTE: NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.*

2. Note that charitable donation information is exchanged in OpenTravel messages and separate web service(s) (NOT provided by OpenTravel) are required for processing charitable donation information. The structure and elements/attributes contained in the OpenTravel DonationType element are based on comments submitted by an OpenTravel member that is creating web services that interact with the Massive Good Donation Webservice API donationProcess2 web service. Please contact [operations@millennium-foundation.org](mailto:operations@millennium-foundation.org) for more information.

## Messages List

5.0 OTA\_VehicleCommonTypes

5.1 [OTA\\_VehAvailRateRQ/RS](#)

5.2 [OTA\\_VehCancelRQ/RS](#)

5.3 [OTA\\_VehCheckOutRQ/RS](#)

5.4 [OTA\\_VehCheckInRQ/RS](#)

5.5 [OTA\\_VehLocDetailsNotifRQ/RS](#)

5.6 [OTA\\_VehExchangeRQ/RS](#)

5.7 [OTA\\_VehLocDetailRQ/RS](#)

5.8 [OTA\\_VehLocSearchRQ/RS](#)

5.9 [OTA\\_VehModifyRQ/RS](#)

- 5.10 [OTA\\_VehRateNotifRQ/RS](#)
- 5.11 [OTA\\_VehRateRuleNotifRQ/RS](#)
- 5.12 [OTA\\_VehRateRuleRQ/RS](#)
- 5.13 [OTA\\_VehResRQ/RS](#)
- 5.14 [OTA\\_VehResStatusNotifRQ/RS](#)
- 5.15 [OTA\\_VehRetResRQ/RS](#)
- 5.16 [OTA\\_VehResNotifRQ/RS](#)

## Use Case Quick Links

1. [Request vehicle availability with rates](#)
2. [Request for car rental rates with discounts](#)
3. [Cancel vehicle reservation without penalties](#)
4. [Check out vehicle with collision damage waiver](#)
5. [Check out vehicle adding an additional driver](#)
6. [Check out vehicle with no reservation](#)
7. [Check in vehicle with no drop charges](#)
8. [Check in vehicle with fuel charge adjustment](#)
9. [Check in vehicle with charge adjustment](#)
10. [Supplier provides location details update](#)
11. [Initiate a vehicle exchange transaction utilizing an existing rental agreement](#)
12. [Request full details for a specific rental location](#)
13. [Request list of vehicle vendors at a specific location](#)
14. [Modify a reservation after retrieving it with drop off change and updated charges](#)
15. [Modify a reservation after retrieving it with applied discounts and updated charges](#)
16. [Supplier successfully creates and sends a single rate update](#)
17. [Supplier attempts to create multiple rates with resultant error based on a missing field](#)
18. [Supplier attempts to create multiple rates with resultant error based on a business rule issue](#)
19. [Supplier creates deposit, description, guarantee and pickup/return rules](#)
20. [Request a rate rule from a confirmed booking](#)
21. [Request a rate rule with guarantee, deposit and detailed pickup and return rules](#)
22. [Make a vehicle reservation with preferred supplier specified](#)
23. [Make a vehicle reservation with special equipment requested](#)
24. [Cancel a pending booking](#)
25. [Confirm a vehicle reservation](#)
26. [Retrieve a vehicle reservation by confirmation number](#)

- 27. [Transfer reservations to another system](#)
- 28. [Rates and availability request with No Show Fees returned](#)
- 29. [Rate rules request with No Show Fees returned](#)
- 30. [Charitable \(micro\) donation information collected in a vehicle reservation request with no receipt requested](#)
- 31. [Charitable \(micro\) donation information collected in a vehicle reservation request with a receipt requested](#)

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## 5.1 OTA\_VehAvailRateRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Availability with Rates message pair is intended for a simple reservation. This message pair assumes the customer has already performed a location search and has found a specific rental branch. This message is typically used in the following circumstances:

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

#### Other Message Pair Notes & Features:

- Only one set of date/times may be specified for the availability message, e.g. multiple dates and times will require multiple messages.
- Special equipment, such as hand controls or a baby seat can be accommodated through this message pair.
- Special equipment may be associated with a specific car, rather than as part of the more general reservation.
- Special circumstances such as chauffeur-driven cars are not accommodated in this message.
- The root tag of the OTA\_VehAvailRateRQ contains standard payload attributes found in all OpenTravel payload documents. Because the results of the search message could be quite numerous, the request also has an attribute, *MaxResponses*, indicating the number of replies requested. The attribute *ReqRespVersion* is a positive integer value that indicates the version number requested for the response message.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes



## Message Pair Use Cases

### *Request vehicle availability with rates*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_VehAvailRateRQ.xml</a>  | View/Download: <a href="#">OTA_VehAvailRateRS.xml</a>   |
| <p>Joe Bailey is arriving at London Heathrow Airport on December 12. He has gone to Fun Travel's web site to shop rates for a Hertz rental.</p> <p>He would like to know the rate for a compact 4-door car with automatic transmission, air-conditioning and with a child seat.</p> <p>He is arriving on December 12 on American Airlines flight 2935 and will pick up the car at 10:30 AM, and return the car on December 20 at 10:30 AM.</p> | <p>Hertz responds with the following information:</p> <p><i>Recap of rental information</i></p> <ul style="list-style-type: none"> <li>• Pickup Date/Time: 12/12/2003 at 10:30 AM</li> <li>• Return Date/Time: 12/20/2003 at 10:00 AM</li> <li>• Pickup/Return Location: LHR</li> <li>• Vehicle Information: Compact 4-door car with automatic transmission and a/c.</li> </ul> <p><i>Rental Rate Information</i></p> <ul style="list-style-type: none"> <li>• Mileage: Unlimited</li> <li>• Base Rate Total: USD \$200.00</li> <li>• Tax Information: USD \$24.00 / 12%</li> <li>• Rate Breakdown: \$150.00 per week / \$50.00 per day</li> <li>• Rate Category/Plan: Leisure - ABC123</li> <li>• Estimated Total: USD \$324.00</li> <li>• Equipment Charges: USD \$25.00 - \$25.00/week - \$5.00/day – charge not included in rate</li> <li>• Fees: 1 @ \$25 and 1 @ \$75</li> <li>• Coverages: CDW (7), LIS (27) and PPI (38) are all included in the rental rate</li> <li>• Rules: Prepayment is required in the amount of USD \$324.00</li> <li>• Additional Information: Hertz has returned a vendor message to advise the customer that the rate returned requires prepayment</li> </ul> |

### *Request for car rental rates with discounts*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_VehAvailRateRQ2.xml</a>  | View/Download: <a href="#">OTA_VehAvailRateRS2.xml</a>  |
| <p>Joe Bailey is arriving at Nice Airport on December 16. He'd like to rent a car from December 16 at 09:00 AM to December 17 at 10:00 AM.</p> <p>Hertz accepts the following items that may be used to search for discounted or preferred rates:</p> <ul style="list-style-type: none"> <li>• A Frequent Traveler Id (1234567)</li> <li>• An ID (777877)</li> <li>• A Corporate Discount (ALTES3)</li> </ul> | <p><i>Hertz responds with several rates that meet Joe Bailey's requirements.</i></p> <p><i>Recap of rental information</i></p> <ul style="list-style-type: none"> <li>• Pickup Date/Time: 16/12/2009 at 09:00 AM</li> <li>• Return Date/Time: 17/12/2009 at 10:00 AM</li> <li>• Pickup/Return Location: NCE</li> </ul> <p><i>Rate Information</i></p> |

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• A promotion code (OFFER2000)</li> <li>• An Inclusive Tour ID (LH3021)</li> </ul> <p>Joe sends a request in order to get all available rates for this period in Nice using discount numbers.</p> | <ul style="list-style-type: none"> <li>• First Rate- Linked to Inclusive Tour Number (LH3021)</li> <li>• Second Rate – Linked to Frequent Traveler ID (1234567)</li> <li>• Third Rate – Linked to ID (777877) and promotion code(OFFER2000)</li> <li>• Fourth Rate – Linked to Corporate discount (ALTES3)</li> </ul> |
|--|---|

*Rates and availability request with No Show Fees returned*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_VehAvailRateRQ3.xml</a>   | View/Download: <a href="#">OTA_VehAvailRateRS3.xml</a>   |
| A travel agent does a rates and availability request for 4 door compact car picked-up at and returned to the Indianapolis Airport. | The transaction was processed successfully by the car supplier with no business warnings and this response message includes two car rental options. The first is an economy Chevrolet Cobalt Coupe that does not have a No Show Fee and the second is a compact Ford Focus that has a No Show Fee of \$25.00 if the vehicle reservation is not cancelled 24 hours before the pick-up time. |

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## 5.2 OTA\_VehCancelRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Cancel (reservation) message pair is an extension of the generic OpenTravel cancel functionality ([OTA\\_CancelRQ/RS](#).)

To cancel a reservation, the trading partner or customer *must* provide the supplier or integrator with the exact Unique ID for the reservation. If the Unique ID is unknown, the trading partner may use the generic OpenTravel Retrieve Reservation ([OTA\\_ReadRQ/OTA\\_ResRetrieveRS](#)) message pair to search for an exact match.

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

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

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

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

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

Other Message Pair Notes & Features:

- This message pair does not require a prior Retrieve Reservation ( [OTA\\_VehResRQ/RS](#) ) message, BUT some suppliers may require a Retrieve Reservation message to be used prior to a Cancel message, so check your trading partner requirements.
- This message pair can only be used to cancel a single, specific reservation; it cannot be used to cancel multiple reservations at one time.
- The generic OpenTravel cancel response message pair ([OTA\\_CancelRQ/RS](#)) has been extended to provide additional details of the vehicle reservation information to the customer. This will aid the customer in understanding the consequences of a cancellation.

### OpenTravel Data Dictionary

- [Car Messages](#)

## OpenTravel Message Includes

- OTA\_VehicleCommonTypes

## Message Pair Use Cases

*Cancel a vehicle reservation without penalties*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_VehCancelRQ.xml</a>   | View/Download: <a href="#">OTA_VehCancelRS.xml</a>   |
| <p>Mike Pires has previously made a vehicle reservation with Alamo (AL) via a tour site (CarTour - IATA #11223344), but he now needs to cancel the reservation.</p> <p>He knows his reservation confirmation number (27371319), and pick-up/drop-off locations (FLLT01). He sends a request to cancel his reservation.</p> | <p><i>Vehicle Reservation Cancel Confirmed</i></p> <p>Alamo returns a response containing the new status of canceled and echoes back the renter's first and last name (Mike Pires), along with the original confirmation number (27371319), and the pick-up/drop-off location IDs.</p> |

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## 5.3 OTA\_VehCheckOutRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Check Out message pair provides all the data fields needed to capture the pertinent data related to renting a specific car to a customer, and send that information to automated systems that have a “need to know” that a rental vehicle was “checked out.” This would include rental location, customer information, payment information, intended length of rental, and monetary amounts for vehicle rental, surcharges, fees, taxes, insurance, and ancillary services and equipment. The “need to know” systems could be travel agent, car rental agency inventory management, or OpenTravel partner hosted systems.

The Vehicle Check Out response message confirms that the rental agreement is active or requests additional information.

Vehicle Check Out messages could be used in any of the following circumstances:

- Initiate a Check Out transaction utilizing an existing reservation
- Initiate a Check Out transaction without an existing reservation, based on a vehicle request
- Only one “vehicle rental” request at a time may be made with the Vehicle Check Out. The response will include any legal wording related to the rental transaction.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*Check out a vehicle with collision damage waiver*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_VehCheckOutRQ.xml</a>  | View/Download: <a href="#">OTA_VehCheckOutRS.xml</a>   |
| Mr. Joe Bailey would like to checkout an Intermediate car (with automatic transmission and air conditioning) in Oklahoma City.<br><br>He has a reservation at Hertz for a 4-door car and will need a child seat. He arrives in Oklahoma City on American Airlines flight 1234 at the Oklahoma City Airport on November 1 at 10:30 AM. The reservation | The check out is successful and returns with the following data:<br><br>Name: Mr. Joe Bailey<br>Confirmation number: C21358AC036<br>Rental Agreement/Contract number: 123456789<br>Drivers License number, state, and expiration: L1759302, MO, 12/13/07 |

|   |   |
|---|---|
| <p>includes an American Airlines frequent flyer number.</p> <p>The counter agent pulls up the reservation and opens a Check-Out Request Message. Reservation data is pulled into the Check-Out message and the agent swipes the Visa card that will be used for the rental. The agent collects the following information from the customer:</p> <p>Reservation number: C21358AC036<br/> Drivers License number, state, and expiration: L1759302, MO, 12/13/07<br/> Date of Birth: 7/11/62<br/> Alternate Contact number: 405-555-1212<br/> Credit card number, type and expiration date: Visa 48484848484849999, 9/09</p> <p>After talking to the agent, Mr. Bailey agrees to accept the Collision Damage Waiver.<br/> A checkout request message is sent with the following data:<br/> Name: Mr. Joe Bailey<br/> Reservation number: C21358AC036<br/> Drivers License number, state, and expiration: L1759302, MO, 12/13/07<br/> Date of Birth: 7/11/62<br/> Contact number: 405-555-1212 (Customer's cell phone)</p> <p>Checkout Location: OKC<br/> Checkout Date/Time: 11/1/05, 10:30 am<br/> Expected Return Location: OKC<br/> Expected Return Date/Time: 11/09/05 10:00 am</p> <p>Vehicle Asset Number: Car054<br/> Mileage: 4560<br/> Fuel level: full (need to reference enumeration annotation)<br/> Credit card number, type and expiration date: Visa 48484848484849999, 9/09<br/> Equipment Preference: Infant/Toddler Car seat<br/> Coverage Preference: Collision Damage Waiver<br/> Terminal ID: T549k<br/> Agent ID: E3549K</p> | <p>Date of Birth: 7/11/62<br/> Contact number: 405-555-1212 (Cell Phone)<br/> Checkout Location: OKC<br/> Vendor: Hertz<br/> Checkout Location address: 7100 Terminal Drive, Unit 966, OKC 73159-0966<br/> Checkout Location phone: 405-685-4193<br/> Checkout Date/Time: 11/1/05, 10:30 am<br/> Expected Return Location: OKC<br/> Expected Return Date/Time: 11/09/05 10:00 am</p> <p>Credit card number, type and expiration date: Visa xxxxxxxxxxxx9999, 9/09<br/> Authorized Deposit \$200<br/> Priced Equipment: Infant/Toddler Car seat @ \$4.00/day<br/> Priced Coverage: Collision Damage Waiver @ 9.99/day</p> <p>Estimated Charges:<br/> Mileage: Unlimited<br/> Base rate total: USD \$200.00<br/> Tax information: 12%<br/> Rate Breakdown: \$150/week and \$50/day<br/> Rate Category Plan: Leisure – ABC123<br/> Equipment Charges: \$32<br/> **Special equipment is not included in the rental rate and the rate returned does not include tax<br/> CDW: \$79.92<br/> ***CDW is not included in the rental rate and the rate returned does not include tax.</p> <p>Vehicle Information<br/> Vehicle Class: Intermediate<br/> Vehicle Asset Number: Car054<br/> Mileage: 4560<br/> Fuel level: full<br/> VIN: 363636363636363636V<br/> Year, make, model: 2004 Mazda 626<br/> Color: white<br/> Vehicle License Number and state: OK 335ZBL<br/> Stall Number: 8</p> <p>Terminal ID: T549k<br/> Agent ID: E3549K</p> |
|---|---|

### Check out a vehicle adding an additional driver

| <b>Request Message</b>                                       | <b>Response Message</b>  |
|--|--|
| View/ Download: <a href="#">OTA_VehCheckOutRQ2.xml</a>       | View/ Download: <a href="#">OTA_VehCheckOutRS2.xml</a>   |
| Mr. Joe Bailey checked out a Hertz rental car on November 1. | <i>The additional driver is accepted and the system responds with the full checkout response, including the charge for the additional driver \$5 - \$5 per day for the</i> |

|  |  |
|--|--|
| <p>He has returned to a Hertz rental counter on November 5 to add his friend, Curtis Smith as an additional driver. Mr. Smith only needs to drive the car for one day, until November 6.</p> <p>Mr. Smith is an employee of Smith Marketing with a Corporate Discount Number of 987789 and has produced a Round Trip airline ticket to qualify as an additional driver. The following information is provided:</p> <ul style="list-style-type: none"> <li>• Driver's license and affiliation information for additional driver:<br/>Name: Curtis Smith<br/>Issuing State: Oklahoma<br/>Issuing Country: US<br/>Drivers License Number: 884257364<br/>Drivers License Expiration Date: January 31, 2008<br/>Birth date: January 6, 1965<br/>Corporate discount number: 987789<br/>Corporate discount name: Smith Marketing</li> <li>• Rental contract information:</li> <li>• Confirmation number: C21358AC036</li> <li>• Rental Agreement number: 123456789</li> </ul> | <p>1 day Mr. Smith will be driving the vehicle) and a recap of the rental car details.</p> |
|--|--|

### *Check out a vehicle with no reservation*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehCheckOutRQ3.xml</a>   | View/ Download: <a href="#">OTA_VehCheckOutRS3.xml</a>  |
| <p>Joe Bailey arrives at Denver airport on February 20 for the birth of his first grandchild.</p> <p>Upon arrival at the airport, he learns that his daughter is already in labor and will not be able to pick him up at the airport.</p> <p>Joe decides to rent a car from the terminal and meet his daughter and son-in-law at the hospital.</p> <p>Joe goes to Enterprise where the agent tells her they have 2 pick-up trucks available.</p> <p>Joe agrees to accept a pick-up truck for his trip.</p> <p>The Request Message is sent with the following:</p> <p>Rental Action Code: Initiate<br/>Name: Joe Bailey<br/>Drivers License number, state, and expiration: L1759302, MO, 12/13/07<br/>Date of Birth: 7/11/62<br/>Contact number: 314-555-1212 (Customer's cell phone)</p> | <p><i>The check out is successful and the system responds with:</i></p> <p>Rental Action Code: Commit<br/>Name: Joe Bailey<br/>Rental agreement number: 223456789<br/>Drivers License number, state, and expiration: L1759302, MO, 12/13/07<br/>Date of Birth: 7/11/62<br/>Contact number: 314-555-1212 (Customer's cell phone)<br/>Checkout Location: DEN<br/>Checkout Date/Time: 02/20/05, 10:30 am<br/>Expected Return Location: DEN<br/>Expected Return Date/Time: 03/15/05 10:00 am<br/>Credit card number, type and expiration date: Visa xxxx xxxx 6322, 9/09<br/>Authorized Deposit \$200<br/>Priced Coverage: Collision Damage Waiver @ 9.99/day<br/>Fuel purchase option: none<br/>Estimated Charges: \$1239.84</p> |

|  |   |
|--|---|
| Checkout Location: DEN<br>Checkout Date/Time: 02/20/05, 10:30 am<br>Expected Return Location: DEN<br>Expected Return Date/Time: 03/15/05 10:00 am<br>Credit card number, type and expiration date: Visa<br>2221 4444 5555 6322, 9/09<br>Authorized Deposit \$200<br>PricedCoverage: Collision Damage Waiver @ 9.99/day<br>Fuel purchase option: none<br>Mileage: Unlimited<br>Rate Category Plan: Leisure – ABC123<br>Vehicle Class: Pick-up truck | \$339/week x 3 weeks = \$1017<br>\$45/day X 2 days = \$90<br>Base rate total: \$1107<br>Tax information: 12% - \$132.84<br>Rate Category Plan: Leisure – ABC123<br>CDW: \$ 229.77 (9.99/day for 23 days)<br>***CDW is not included in the rental rate and the rate<br>returned does not include tax<br>Vehicle Information<br>Vehicle Class: Pick-up truck<br>Vehicle Asset Number: Truck072<br>VIN: 474747474747474747V<br>Year, make, model: Chevy S-10 2004<br>Color: green<br>Vehicle License Number and state: CO 335ZBL<br>Vehicle condition: no damage<br>Fuel Level detail: full tank of gas<br>Odometer reading: 2730 miles<br>Terminal ID: T659K<br>Agent ID: 93254 |
|--|---|

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## 5.4 OTA\_VehCheckInRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Check In message pair provides the detail information related to the return of a rented vehicle to systems with a “need to know” that a vehicle has been returned and the rental agreement closed.

The detail information includes date and time of return, condition (e.g. damage, fuel, mileage) of the vehicle and associated equipment, location of the return, and method of payment. This information is sent to systems that need to know that the vehicle can be returned to inventory, and that a rental agreement can be closed and the customer billed for the financial charges associated with renting the vehicle.

The Vehicle Check In response message confirms that the rental agreement is closed or requests additional information.

Vehicle Check In messages are typically used to initiate a check in transaction utilizing an existing rental agreement.

Only one “vehicle return” request at a time may be made with the Vehicle Check In message. The response will include any legal wording related to the rental transaction.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- [OTA\\_VehicleCommonTypes](#)

### Message Pair Use Cases

#### *Check in a vehicle with no drop charges*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/ Download: <a href="#">OTA_VehCheckInRQ.xml</a>  | View/ Download: <a href="#">OTA_VehCheckInRS.xml</a>  |
| <p>Mr. Joe Bailey arrives back at the Oklahoma City counter on November 9 to return his Mazda 626 (Intermediate).</p> <p>There are no drop charges because the vehicle is returned to the original rental location.</p> <p>There is no damage to the vehicle and the car seat was returned in good condition.</p> <p>The vehicle is returned with half a tank and is 2.5 hours later than originally anticipated.</p> | <p><i>A check-in Response message is returned with the following data:</i></p> <p>Name: Mr. Joe Bailey<br/> Confirmation number: C21358AC036<br/> Rental agreement number: 123456789<br/> Drivers License number, state, and expiration: L1759302, MO, 12/13/07<br/> Date of Birth: 7/11/62<br/> Contact number: 405-555-1212 (Customer's cell phone)</p> |

|  |  |
|--|--|
| <p>The agent asks if Mr. Bailey would like to keep the final charges on the same credit card and he answers affirmatively.</p> <p>The counter agent pulls up the open ticket based on the rental agreement number: 123456789 and collects the following information:</p> <p>Mileage: 4750<br/> Fuel level: half-tank<br/> Vehicle condition: OK<br/> Equipment: OK<br/> Vehicle asset number: Car054</p> <p>A check-in request message is sent with the following data:</p> <p>Mileage: 4750<br/> Fuel level: half-tank<br/> Vehicle condition: OK<br/> Equipment: Return 1 child seat<br/> Vehicle asset number: Car054<br/> Confirmation number: C21358AC036<br/> Rental agreement number: 123456789<br/> Terminal ID: S549K<br/> Agent ID: 9435E<br/> Date/Time: November 9, 12:30 PM</p> | <p>Checkout Location: OKC<br/> Checkout Date/Time: 11/1/05, 10:30 am<br/> Check in Location: OKC<br/> Check in time: 11/09/05 12:30 pm<br/> Expected Return Location: OKC<br/> Expected Return Date/Time: 11/09/05 10:00 am<br/> Credit card number, type and expiration date: Visa xxxxxxxxxxxx9999, 9/09<br/> Authorized Deposit \$200<br/> PricedEquipment: Infant/Toddler Car seat @ \$4.00/day<br/> PricedCoverage: Collision Damage Waiver @ 9.99/day<br/> Fuel purchase option: none</p> <p>Final Charges:</p> <p>Mileage: Unlimited<br/> Base rate total: USD \$220.00<br/> Tax information: 12%<br/> Rate Category Plan: Leisure – ABC123<br/> Rate Breakdown: \$150/week and \$50/day and \$10/hour = \$220<br/> Equipment Charges: \$32<br/> **Special equipment is not included in the rental rate and the rate returned does not include tax<br/> CDW: \$79.92<br/> ***CDW is not included in the rental rate and the rate returned does not include tax.<br/> Fuel charges: \$20<br/> Total charges: \$351.92<br/> Tax @ 12% = \$ 42.23<br/> Total \$394.15</p> <p>Vehicle Information</p> <p>Vehicle Class: Intermediate<br/> Vehicle Asset Number: Car054<br/> VIN: 363636363636363636V<br/> Year, make, model: 2004 Mazda 626<br/> Color: white<br/> Vehicle License Number and state: OK 335ZBL<br/> Vehicle condition: no damage</p> <p>Terminal ID: S549K<br/> Agent ID: 9435E</p> |
|--|--|

### *Check in a vehicle with a fuel charge adjustment*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehCheckInRQ2.xml</a>   | View/ Download: <a href="#">OTA_VehCheckInRS2.xml</a>  |
| <p>A customer has returned a vehicle with a full tank of gas however his rental receipt shows a charge for fuel.</p> <p>The complete Check In request is sent again with the updated information indicating the new fuel level.</p> | <p>A full Check In response message is returned with the adjusted rate information as follows:</p> <p>Name: Mr. Joe Bailey<br/> Confirmation number: C21358AC036<br/> Rental agreement number: 123456789<br/> Drivers License number, state, and expiration:</p> |

|  |  |
|--|--|
|  | <p> L1759302, MO, 12/13/07<br/> Date of Birth: 7/11/62<br/> Contact number: 405-555-1212 (Customer's cell phone)<br/> Check out Location: OKC<br/> Check out Date/Time: 11/1/05, 10:30 am<br/> Check in Location: OKC<br/> Check in time: 11/09/05 12:30 pm<br/> Expected Return Location: OKC<br/> Expected Return Date/Time: 11/09/05 10:00 am<br/> Credit card number, type and expiration date: Visa xxxxxxxxxxxx9999, 9/09<br/> Authorized Deposit \$200<br/> PricedEquipment: Infant/Toddler Car seat @ \$4.00/day<br/> PricedCoverage: Collision Damage Waiver @ 9.99/day<br/> Fuel purchase option: none<br/> Final Charges:<br/> Mileage: Unlimited<br/> Base rate total: USD \$220.00<br/> Tax information: 12%<br/> Rate Category Plan: Leisure – ABC123<br/> Rate Breakdown: \$150/week and \$50/day and \$10/hour = \$220<br/> Equipment Charges: \$32<br/> <br/> **Special equipment is not included in the rental rate and the rate returned does not include tax CDW: \$79.92<br/> ***CDW is not included in the rental rate and the rate returned does not include tax.<br/> <br/> Total charges: \$351.92<br/> Tax @ 12% = \$ 42.23<br/> Total \$394.15<br/> Vehicle Information<br/> Vehicle Class: Intermediate<br/> Vehicle Asset Number: Car054<br/> VIN: 363636363636363636V<br/> Year, make, model: 2004 Mazda 626<br/> Color: white<br/> Vehicle License Number and state: OK 335ZBL<br/> Vehicle condition: no damage<br/> 3 December 2004<br/> Terminal ID: S549K<br/> Agent ID: 9435E </p> |
|--|--|

*Check in a vehicle with a charge adjustment*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehCheckInRQ3.xml</a>   | View/ Download: <a href="#">OTA_VehCheckInRS3.xml</a>  |
| Mr. Joe Bailey has returned his rental car to Hertz and a successful check in transaction has already taken | <i>The Hertz system responds with a full check in response message including the adjusted rate</i> |

|   |   |
|---|---|
| <p>place.</p> <p>Mr. Bailey comments to the Hertz customer service representative that he was unhappy with the condition of the car and would like Hertz to compensate him.</p> <p>The agent agrees to take \$25 off the rental.</p> <p>A check in request message is sent with the following information:</p> <p><i>Rental Action Code: Modify</i></p> <p><i>Confirmation Number: C21358AC036</i></p> <p><i>Rental Agreement/Contract number: 123456789</i></p> <p><i>Return Date/Time: November 9, 2005 @ 12:30 PM</i></p> <p><i>Vehicle Asset Number: Car054</i></p> <p><i>Fuel Level Details: 4 (Vehicle was returned with a half tank of gas)</i></p> <p><i>Odometer reading: 4750 miles</i></p> <p><i>Condition: OK</i></p> <p><i>Adjustment Details</i></p> <p><i>Adjustment Amount: \$25.00</i></p> <p><i>Description: Customer Service</i></p> | <p><i>information:</i></p> <p>Name: Mr. Joe Bailey</p> <p>Confirmation number: C21358AC036</p> <p>Rental agreement number: 123456789</p> <p>Drivers License number, state, and expiration: L1759302, MO, 12/13/07</p> <p>Date of Birth: 7/11/62</p> <p>Contact number: 405-555-1212 (Customer's cell phone)</p> <p>Checkout Location: OKC</p> <p>Checkout Date/Time: 11/1/05, 10:30 am</p> <p>5-67 3 December 2004</p> <p>Check in Location: OKC</p> <p>Check in time: 11/09/05 12:30 pm</p> <p>Expected Return Location: OKC</p> <p>Expected Return Date/Time: 11/09/05 10:00 am</p> <p>Credit card number, type and expiration date: Visa xxxxxxxxxxxxx9999, 9/09</p> <p>Authorized Deposit \$200</p> <p>PricedEquipment: Infant/Toddler Car seat @ \$4.00/day</p> <p>PricedCoverage: Collision Damage Waiver @ 9.99/day</p> <p>Fuel purchase option: none</p> <p>Final Charges:</p> <p>Mileage: Unlimited</p> <p>Base rate total: USD \$220.00</p> <p>Tax information: 12%</p> <p>Rate Category Plan: Leisure – ABC123</p> <p>Rate Breakdown: \$150/week and \$50/day and \$10/hour = \$220</p> <p>Equipment Charges: \$32</p> <p><b>**Special equipment is not included in the rental rate and the rate returned does not include tax</b></p> <p>CDW: \$79.92</p> <p><b>***CDW is not included in the rental rate and the rate returned does not include tax.</b></p> <p>Fuel charges: \$20</p> <p>Tax @ 12% = \$ 42.23</p> <p>Total \$394.15</p> <p>Adjustment: \$25.00</p> <p>Total charges: \$369.15</p> <p>Vehicle Information</p> <p>Vehicle Class: Intermediate</p> <p>Vehicle Asset Number: Car054</p> <p>VIN: 363636363636363636V</p> <p>Year, make, model: 2004 Mazda 626</p> <p>Vehicle License Number and state: OK 335ZBL</p> <p>Vehicle condition: no damage</p> <p>3 December 2004</p> <p>Terminal ID: S549K</p> <p>Agent ID: 9435E</p> |
|---|---|

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## 5.5 OTA\_VehLocDetailsNotifRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Location Details Notification message pair provides the capability for a car supplier to send location detail information to another system for the purpose of updating the other system's database.

Multiple vehicle locations can be sent in one message and the action to be taken may include:

- Adding, deleting or doing a full replace on a location
- Adding, deleting, or replacing certain items of data for an existing location

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*A supplier provides a location details update (adding new & modifying existing locations)*

| <b>Request Message</b>  | <b>Response Message</b>                                      |
|---|--|
| View/ Download: <a href="#">OTA_VehLocDetailsNotifRQ.xml</a>  | View/ Download: <a href="#">OTA_VehLocDetailsNotifRS.xml</a> |
| Hertz has a relationship with a global distribution system that maintains a database of their rental car locations.<br><br>Hertz has previously sent a download of all of their locations, but now needs to add a new location at Dallas (DFW) and update an existing location in New York (JFK). | <i>The GDS returns a successful transaction response.</i>    |

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## 5.6 OTA\_VehExchangeRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Exchange message pair provides the capability to exchange a vehicle. This message differs from an [OTA\\_VehCheckOutRQ/RS](#) in that a vehicle exchange is a specialized version of a check in/check out message that provides the ability to put the details of two vehicles inside one message.

This transaction is part of a rental scenario and does not create a separate rental agreement. The message only accommodates one vehicle exchange at a time (e.g., group exchanges are not accommodated). Additionally, the message assumes an exchange will be made on a one-to-one basis (e.g. you won't exchange 1 car for 2 cars).

The vehicle exchange message requires an identifying rental agreement number. The response may contain detailed charge information for the customer and any legal wording related to the rental transaction.

The vehicle exchange request message provides the data related to exchanging a specific car with another car and sending that information to automated systems that need to know that rental vehicles were exchanged. These systems could include car rental agency inventory management or OpenTravel travel partner hosted systems. This data may include, but is not limited to, contract number, rental location, reason for exchange, exchange location, incoming vehicle information, and outgoing vehicle information. Vehicle information may include incoming and outgoing vehicle asset numbers, fuel levels, and damage information, etc.

This vehicle exchange message does not change original car fuel level or conditions from the checkout. That data is available from the back-end system by recalling the original check out information.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- [OTA\\_VehicleCommonTypes](#)

### Message Pair Use Cases

*Initiate a vehicle exchange transaction utilizing an existing rental agreement*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehExchangeRQ.xml</a>  | View/ Download: <a href="#">OTA_VehExchangeRS.xml</a>   |
| Mr. Joe Bailey has picked up a rental car from Hertz at the Atlanta airport and a successful checkout transaction has already taken place.<br><br>Mr. Bailey discovered his trunk would not close. Mr. Bailey finds the closest rental location in downtown Atlanta to have his vehicle exchanged. | <i>The system returns an OTA_VehExchangeRS (successful) response with the following information:</i><br><br>Rental Agreement/Contract number: 123456789<br>Original Checkout Location: ATL (Atlanta airport)<br>Original Checkout Date/Time: 11/1/05, 10:30 am<br>Expected Return Location: ATL (Atlanta airport) |

|   |   |
|---|---|
| <p>Mr. Bailey provides his rental contract number to the counter agent. The counter agent issues Mr. Bailey a replacement car. There are no additional charges being assessed.</p> <p>A Vehicle Exchange Request message is sent with the following information:</p> <p><i>Details regarding in-coming car</i></p> <p>Rental Agreement/Contract number: 123456789 (required)</p> <p>Incoming Vehicle Asset Number: Car054</p> <p>Incoming Fuel Level Details: 4 (Vehicle was returned with a half tank of gas)</p> <p>Incoming Odometer reading: 4750 miles</p> <p>Incoming Condition: Trunk won't close</p> <p>Exchange Location Code: ATLC03 (Downtown Atlanta)</p> <p>Exchange Date/Time: 11/1/05, 12:30 pm</p> <p>Reason for Exchange: Mechanical conditions</p> <p><i>Details regarding out going car</i></p> <p>Outgoing Vehicle Asset Number: Car055</p> <p>Outgoing Fuel Level Details: 8 (Vehicle was rented with a full tank of gas)</p> <p>Outgoing Odometer reading: 0100 miles</p> <p>Outgoing Condition: No damage</p> <p>Outgoing Vehicle Class: Intermediate</p> <p>Outgoing VIN: 475475475475V</p> <p>Outgoing Year, make, model: 2005 Toyota Corolla</p> <p>Outgoing Color: black</p> <p>Outgoing Vehicle License Number and state: GA 665ZPL</p> <p>Outgoing Stall Number: 9</p> <p>Terminal ID: T999A</p> <p>Agent ID: E2295K</p> | <p>Expected Return Date/Time: 11/09/05 10:00 am</p> <p>Exchange Location: ATLC03 (Downtown Atlanta)</p> <p>Exchange Date/Time: 11/1/05, 12:30 PM.</p> <p>Estimated Charges:</p> <p>Mileage: Unlimited</p> <p>Base rate total: USD \$200.00</p> <p>Tax information: 12%</p> <p>Rate Breakdown: \$150/week and \$50/day</p> <p>Rate Category Plan: Leisure – ABC123</p> <p><i>Incoming Vehicle Information:</i></p> <p>Vehicle Class: Intermediate</p> <p>Vehicle Asset Number: Car054</p> <p>Mileage: 4560</p> <p>Fuel level: ½ tank</p> <p>Year, make, model: 2004 Mazda 626</p> <p>Color: white</p> <p>Vehicle License Number and state: OK 335ZBL</p> <p><i>Outgoing Vehicle Information:</i></p> <p>Vehicle Class: Intermediate</p> <p>Vehicle Asset Number: Car055</p> <p>Mileage: 0100</p> <p>Fuel level: full</p> <p>VIN: 475475475475V</p> <p>Year, make, model: 2005 Honda Civic</p> <p>Color: black</p> <p>Vehicle License Number and state: GA 665ZPL</p> <p>Terminal ID: T999A</p> <p>Agent ID: E2295K</p> |
|---|---|

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## 5.7 OTA\_VehLocDetailRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Rental Location Detail message pair provides detailed information regarding a vendor's location based on an input location code. Only one location can be requested in each message.

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

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*Request full details for a specific rental location*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/ Download: <a href="#">OTA_VehLocDetailRQ.xml</a>   | View/ Download: <a href="#">OTA_VehLocDetailRS.xml</a>   |
| A customer wishes to find out all the details about the Hertz rental location at Dallas / Ft. Worth Airport. | <i>Hertz sends back a response with full details about its location at the Dallas / Ft. Worth Airport.</i> |

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## 5.8 OTA\_VehLocSearchRQ/RS

### Message Pair Overview

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

The criteria must be one or more of the following:

- A full address
- Zip/postal code
- Area code
- Area code/exchange
- Landmark name

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

In the response, one or more vendor locations may be returned in a list format. The message includes high-level information such as specific address and number of miles from the requested criteria.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*Request a list of vehicle vendors at a specific location*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehLocSearchRQ.xml</a>  | View/ Download: <a href="#">OTA_VehLocSearchRS.xml</a>   |
| A traveler will be arriving at Heathrow Airport and inputs the airport code LHR to find out which rental car agencies are nearby. | <p><i>Avis returns the following list of locations to the client:</i></p> <p>London Heathrow Airport: located AT airport:</p> <p>Northrop Rd.<br/>Hounslow, Middlesex<br/>London TW6 2QA</p> |

|  |   |
|--|---|
|  | <p>United Kingdom Telephone: (44) 020 8899 1000</p> <p>Park Road – located OFF Airport<br/>Sunbury-On-Thames TW16 5BZ<br/>United Kingdom Telephone: (44) 01932-781040</p> <p>Park Royal – located OFF Airport<br/>243 Acton Lane<br/>London NW10 7NR<br/>United Kingdom Telephone: (44) 0208 453 1212</p> <p>Kingston Autoway Svc Station – located OFF Airport<br/>Shannon Corner Kingston Bypass<br/>New Malden Surrey KT3 6HF<br/>United Kingdom Telephone: (44) 020 8949 7850</p> <p>London W14 (Kensington) – Located OFF Airport<br/>(Earls Court)<br/>181-183 Warwick Road<br/>London W14 8PU<br/>United Kingdom Telephone: (44) 0207-244 6577</p> |
|--|---|

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## 5.9 OTA\_VehModifyRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Modify message pair is intended for customers to change information for an existing reservation.

The Vehicle Modify message pair does not require a Vehicle Retrieve Reservation ([OTA\\_VehResRQ/RS](#)) message pair to be used prior to the modify, but they may be used in conjunction with one.

This message pair can only be used for a single, specific reservation and cannot be used to change multiple reservations at one time.

A Vehicle Modify message can be a single phase or two-phase approach.

- For a single-phase message the client simply requests to “modify this reservation as follows....”.
- A two-phase message introduces the concept of a “what if” question (what if I modify this message as follows?). The response to the first phase will identify any penalties, any subsequent costs, etc. The second phase is where the action is confirmed to “go ahead and complete the request” or “ignore the request I just sent.”

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

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

The state of the response message using the Status Attribute:

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

The Vehicle Modify message pair is typically used in the following circumstances:

- A flight has been delayed or cancelled and a customer needs to update their reservation arrival.
- A customer has additional passengers and needs to change the car originally reserved.
- A customer now requires special equipment that was not on their original reservation.
- A customer has changed travel plans to fly in to a different city and needs to adjust the arrival city.
- A customer has changed travel plans to fly in or out on a different date and/or time and needs to adjust the dates and/or times. (See Use Case 1)
- A customer originally listed on the reservation is not going so the name on the reservation needs to change.
- A customer has received a promotional offer after making a reservation and wants to use it for the reservation. (See Use case 2)
- Other situations as determined by trading partners (as there are many other individual elements that could be changed but these are too numerous to list.)

## OpenTravel Data Dictionary

- [Car Messages](#)

## OpenTravel Message Includes

- [OTA\\_VehicleCommonTypes](#)

## Message Pair Use Cases

*Modify a reservation (after retrieving it) with drop off change and updated charges*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehModifyRQ.xml</a>  | View/ Download: <a href="#">OTA_VehModifyRS.xml</a>   |
| <p>This use case assumes that a single reservation has already been retrieved. For additional information, see the use case for Retrieve Reservation (<a href="#">OTA_VehResRQ/RS</a>).</p> <p>Jeanne Grey reviews the information in her reservation and changes her drop-off date and time to July 27 at 6:30 pm.</p> <p>Since she is keeping the car for an extra day, this will change her rate and total charges.</p> | <p><i>The system confirms the change with the following information:</i></p> <p>Confirmation Number: 451J72<br/> Name: Jeanne Grey<br/> Pick Up Date: July 25, 2003 at 3:30 pm<br/> Drop Off Date: July 27, 2003 at 6:30 pm</p> <p>Rental Office Address and Phone Number:<br/> ST. LOUIS AIRPORT (ON-SITE)<br/> 10278 NATURAL BRIDGE ROAD<br/> BERKELEY, MO 63134-3313<br/> (314) 552-2500</p> <p>Office Hours:<br/> 24 hours a day, 7 days a week</p> <p>Car and Rate Information:<br/> Intermediate<br/> \$36.00 (Daily 2 Days @ 18.00)<br/> \$ 6.00 (Hourly 3 hours @ 2.00)<br/> \$10.00 (SURCHARGE 2 Days @ 5.00)<br/> \$52.00 (Subtotal)</p> <p>SURCHARGE<br/> \$2.10 (AIRPORT ACCESS FEE)</p> <p>Total charges \$54.10<br/> Unlimited free miles</p> |

*Modify a reservation (after retrieving it) with applied discounts and updated charges*

| <b>Request Message</b>                                 | <b>Response Message</b>                              |
|--|--|
| View/ Download: <a href="#">OTA_VehModifyRQ2.xml</a>   | View/ Download: <a href="#">OTA_VehModifyRS2.xml</a> |
| Mrs. Isabella Martin has a confirmed Hertz booking for | Worldspan responds confirming the following          |

a future trip but has received a coupon from her local automobile club that offers a lower price for a convertible.

Mrs. Martin contacts her travel agent who retrieves her reservation to see what is currently booked. The OTA\_VehRetResRQ is sent to Worldspan with the following information:

- Agent Sine: E3707
- Terminal ID: ATL4200
- IATA number: 12345678
- PNR record locator: 29F3A1
- Customer last name: Martin

Worldspan responds with an OTA\_VehRetResRS, confirming the following information:

- Customer name: Isabella Martin
- PNR record locator: 29F3A1
- Vendor Code: ZE
- Pick-up Date: June 1, 2007
- Pick-up time: 3:00 PM
- Return Date: June 4, 2007
- Return time: 8:00 AM
- Pickup/Return Location: Miami, Florida
- Vehicle: Fullsize four door car with automatic transmission, air conditioning and unspecified fuel and drive.
- Rental Rate: 3 days @ \$75 per day
- Corporate Discount Number: 12345
- Estimated/Approximate Total: \$250

Since Mrs. Martin's coupon is not good with any other promotional offers or discounts her agent will need to delete the corporate discount number on her current booking, add the promotional coupon number (CONV07) and change the car type to a convertible car with automatic transmission and air conditioning. Mrs. Martin has no preference for the fuel or drive type. The travel agent sends a modify request (OTA\_VehModifyRQ) with the following information:

- PNR record locator: 29F3A1
- VehicleCategory – Convertible (4) (replace)
- Vehicle Size – Standard (7) (replace)

information:

- Customer name: Isabella Martin
- PNR record locator: 29F3A1
- Vendor Code: ZE
- Pick-up Date: June 1, 2007
- Pick-up time: 3:00 PM
- Return Date: June 4, 2007
- Return time: 8:00 AM
- Pickup/Return Location: Miami, Florida
- Vehicle: Standard convertible with automatic transmission, air conditioning and unspecified fuel and drive.
- Rental Rate: 3 days @ \$75 per day
- Estimated/Approximate Total: \$250

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Corporate Discount Number – 12345 (delete)</li><li>• Promotion Code – CONV07 (add)</li></ul> |  |
|--|--|

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## 5.10 OTA\_VehRateNotifRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Rate Plan Notification message pair allows car suppliers to send rate detail information to another system for the purpose of populating the other system's database. Multiple rates can be sent in one message and the action to be taken may include creating, deleting or updating a rate.

The request message is a "push" message. The intended partners are the car supplier systems, the CRS, a GDS, revenue management systems, etc.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes
- OTA\_SimpleTypes
- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*A supplier successfully creates and sends a single rate update*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehRateNotifRQ.xml</a>  | View/ Download: <a href="#">OTA_VehRateNotifRS.xml</a>   |
| <p>A supplier, Riviera, has a relationship with the global distribution system Amadeus that maintains a database of their rental car rates.</p> <p>The supplier has created a new rate for a location at Nice (NCE) and needs to send this rate information to the Amadeus system.</p> <p>This use case assumes that an OTA_RateRulesNotif message has been previously sent to define the rules associated with this rate (Example: guarantee rule, deposit rule, etc).</p> <p>The rate for the Nice location is defined with the following information:</p> <ul style="list-style-type: none"> <li>Valid from the 28th of June 2007 to the 31st of December 2007.</li> </ul> | <p><i>Amadeus acknowledges that the rate has been received and confirms that their database has been updated successfully.</i></p> |



|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Location codes are “NCEC01” (coded in ARC format) and “NICE CITY” (coded in vendor format).</li> <li>• The rate belongs to category B (Business) and has qualifier (Code) “SPECIAL”.</li> <li>• The vehicle type is EBMN (coded in ACRIS format).</li> <li>• Applies for a weekly period.</li> <li>• The rate amount is 890.00€ and includes 4000 kilometers.</li> <li>• Additional days cost 60.00€ and include 250 kilometers per day.</li> <li>• Additional hours cost 10.00€ and include 50 kilometers per hour.</li> <li>• Additional kilometer charge is 0.20€ per kilometer.</li> <li>• There is no restriction for the return location (e.g. one way rentals are allowed).</li> <li>• Several rules are attached to the rate: <ul style="list-style-type: none"> <li>◦ Pickup return rule is PA12345,</li> <li>◦ Guarantee rule is GA12345,</li> <li>◦ Deposit rule is DA00012,</li> <li>◦ Textual rule is TA00012.</li> </ul> </li> <li>• The rate is only valid for POS in France.</li> <li>• The rate must be booked at least 24 hours before the rental period.</li> </ul> |  |
|---|--|

*A supplier attempts to create multiple rates with a resultant error based on a missing field*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehRateNotifRQ.xml</a>  | View/ Download: <a href="#">OTA_VehRateNotifRS2.xml</a>  |
| <p>A supplier, Riviera, has a relationship with the global distribution system Amadeus that maintains a database of their rental car rates.</p> <p>The supplier has created a new rate for a location at Nice (NCE) and needs to send this rate information to the Amadeus system.</p> <p>This use case assumes that an OTA_RateRulesNotif message has been previously sent to define the rules associated with this rate (Example: guarantee rule, deposit rule, etc).</p> | <p><i>The supplier has created several rates successfully, except one: the rate #2.</i></p> <p>In the request message, the attribute “Action” from the element ProcessingInfo is missing but is required by agreement between the trading partners.</p> <p>Amadeus acknowledges that the rates have been received and confirms that their database has been updated successfully, except for the rate #2, where a warning is sent.</p> |

|  |  |
|--|--|
| <p>The rate for the Nice location is defined with the following information:</p> <ul style="list-style-type: none"> <li>Valid from the 28th of June 2007 to the 31st of December 2007.</li> <li>Location codes are "NCEC01" (coded in ARC format) and "NICE CITY" (coded in vendor format).</li> <li>The rate belongs to category B (Business) and has qualifier (Code) "SPECIAL".</li> <li>The vehicle type is EBMN (coded in ACRIS format).</li> <li>Applies for a weekly period.</li> <li>The rate amount is 890.00€ and includes 4000 kilometers.</li> <li>Additional days cost 60.00€ and include 250 kilometers per day.</li> <li>Additional hours cost 10.00€ and include 50 kilometers per hour.</li> <li>Additional kilometer charge is 0.20€ per kilometer.</li> <li>There is no restriction for the return location (e.g. one way rentals are allowed).</li> <li>Several rules are attached to the rate: <ul style="list-style-type: none"> <li>Pickup return rule is PA12345,</li> <li>Guarantee rule is GA12345,</li> <li>Deposit rule is DA00012,</li> <li>Textual rule is TA00012.</li> </ul> </li> <li>The rate is only valid for POS in France.</li> <li>The rate must be booked at least 24 hours before the rental period.</li> </ul> | <p>The following data is sent in the response:</p> <ul style="list-style-type: none"> <li>Transaction ID for the request = "ID1"</li> <li>Code that the type of warning is for a missing field = "10"</li> <li>Identification of the rate = "2"</li> <li>Status = "Not Processed"</li> </ul> |
|--|--|

*A supplier attempts to create multiple rates with a resultant error based on a business rule issue*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehRateNotifRQ.xml</a>   | View/ Download: <a href="#">OTA_VehRateNotifRS3.xml</a>   |
| <p>A supplier, Riviera, has a relationship with the global distribution system Amadeus that maintains a database of their rental car rates.</p> <p>The supplier has created a new rate for a location at Nice (NCE) and needs to send this rate information to the Amadeus system.</p> | <p><i>The supplier has created several rates successfully, except one.</i></p> <p>In the request message, for the definition of the rate #2, the attribute "Rate category" from the element RateQualifier has the value 18.</p> |

|   |  |
|---|--|
| <p>This use case assumes that an OTA_RateRulesNotif message has been previously sent to define the rules associated with this rate (Example: guarantee rule, deposit rule, etc).</p> <p>The rate for the Nice location is defined with the following information:</p> <ul style="list-style-type: none"> <li>Valid from the 28th of June 2007 to the 31st of December 2007.</li> <li>Location codes are "NCEC01" (coded in ARC format) and "NICE CITY" (coded in vendor format).</li> <li>The rate belongs to category B (Business) and has qualifier (Code) "SPECIAL".</li> <li>The vehicle type is EBMN (coded in ACRIS format).</li> <li>Applies for a weekly period.</li> <li>The rate amount is 890.00€ and includes 4000 kilometers.</li> <li>Additional days cost 60.00€ and include 250 kilometers per day.</li> <li>Additional hours cost 10.00€ and include 50 kilometers per hour.</li> <li>Additional kilometer charge is 0.20€ per kilometer.</li> <li>There is no restriction for the return location (e.g. one way rentals are allowed).</li> <li>Several rules are attached to the rate: <ul style="list-style-type: none"> <li>Pickup return rule is PA12345,</li> <li>Guarantee rule is GA12345,</li> <li>Deposit rule is DA00012,</li> <li>Textual rule is TA00012.</li> </ul> </li> <li>The rate is only valid for POS in France.</li> <li>The rate must be booked at least 24 hours before the rental period.</li> </ul> | <p>This value does exist in the code set list (RTC), but is not supported in the trading partner agreement.</p> <p>Amadeus acknowledges that the rates have been received and confirms that their database has been updated successfully, except for the rate #2, where a warning is sent.</p> <p>The following data is sent in the response:</p> <ul style="list-style-type: none"> <li>Transaction ID for the request = "ID1"</li> <li>Code that the type of warning is for a business rule issue = "3"</li> <li>Identification of the rate = "2"</li> <li>Status = "Not Processed"</li> </ul> |
|---|--|

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## 5.11 OTA\_VehRateRuleNotifRS/RS

### Message Pair Overview

The OpenTravel Vehicle Rate Rule Notification message pair provides the capability for a car supplier to send rate rules information to another system for the purpose of populating the other system's database. The rules are related to a rate and used to further define a rate. Multiple rules can be sent in one message and the action to be taken may include creating, deleting or updating a rule.

The request message is a "push" message. The intended partners are the car supplier systems, the CRS, the GDS and the revenue management systems.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes
- OTA\_SimpleTypes
- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*A supplier creates deposit, description, guarantee and pickup/return rules*

| <b>Request Message</b><br>View/ Download: <a href="#">OTA_VehRateRuleNotifRQ.xml</a>   | <b>Response Message</b><br>View/ Download: <a href="#">OTA_VehRateRuleNotifRS.xml</a>  |
|--|--|
| <p>A supplier, Riviera, has a relationship with the global distribution system Amadeus that maintains a database of their rental car rates and rules.</p> <p>The supplier has created four new rules: a deposit rule, a description rule, a guarantee rule and a pickup/return rule.</p> <p><i>The deposit rule is defined with the following information:</i></p> <ul style="list-style-type: none"> <li>• Rule reference is "DA00012"</li> <li>• Rule effective dates (quote dates) from the 1st of January 2007 to the 31st of December 2007.</li> <li>• The deposit rule applies on rentals checked out between the 28th of June 2007 and the</li> </ul> | <p><i>Amadeus acknowledges that the rate rules have been received and that their database has been updated successfully.</i></p> |

|   |  |
|---|--|
| <p>31st of August 2007.</p> <ul style="list-style-type: none"> <li>• The deposit must be paid a minimum of 7 days before pickup.</li> <li>• The deposit amount is 90 EUR.</li> <li>• Description: ONE DAY DEPOSIT 48 HRS CANCELLATION NOTICE REQUIRED</li> </ul> <p><i>The guarantee rule is defined with the following information:</i></p> <ul style="list-style-type: none"> <li>• Rule reference is "GA12345"</li> <li>• Rule effective dates (quote dates) from the 1st of January 2007 to the 31st of December 2007.</li> <li>• The rate guarantee rule applies on rentals checked out between the 28th of June 2007 at 9:00 and the 31st of August 2007 at 18:00.</li> <li>• Description of the Guarantee rule: "RATE GUARANTEED FOR PICKUP DATES."</li> </ul> <p><i>The pickup/return rule is defined with the following information:</i></p> <ul style="list-style-type: none"> <li>• Rule reference is "PA12345"</li> <li>• Rule effective dates (quote dates) from the 1st of January 2007 to the 31st of December 2007.</li> <li>• The rule applies during the entire effective date period.</li> <li>• For a Monday <ul style="list-style-type: none"> <li>◦ Return is allowed</li> <li>◦ The vehicle does not need to be kept overnight</li> <li>◦ The earliest pickup time is 13:00</li> <li>◦ The latest pickup time is 18:00</li> <li>◦ The earliest return time is 13:00</li> <li>◦ The latest return time is 18:00</li> <li>◦ The minimum number of rental days required to qualify for a specific rate is 3 Days</li> <li>◦ The maximum number of rental days required to qualify for a specific rate is 10 days</li> <li>◦ The maximum number of vehicles available at this rate is 15</li> </ul> </li> </ul> <p><i>The description rule contains the following information:</i></p> <ul style="list-style-type: none"> <li>• Rule reference is "TA00012"</li> <li>• Rule effective dates (quote dates) from the 1st of January 2007 to the 31st of December 2007.</li> <li>• Rule text: THIS IS A CORPORATE RATE</li> </ul> |  |
|---|--|

|   |  |
|---|--|
| AVAILABLE FOR BUSINESS CLIENTS<br>TRAVELING ON COMPANY BUSINESS |  |
|---|--|

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## 5.12 OTA\_VehRateRuleRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Rate Rule message pair provides the capability for a car supplier to send rate rules information to another system for the purpose of populating the other system's database. The rules are related to a rate and used to further define a rate. Multiple rules can be sent in one message and the action to be taken may include creating, deleting or updating a rule.

The request message is a "pull" message. The intended partners are the car supplier systems, the CRS, the GDS and the revenue management systems.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- [OTA\\_VehicleCommonTypes](#)

### Message Pair Use Cases

*Request a rate rule from a confirmed booking*

| <b>Request Message</b><br>View/ Download: <a href="#">OTA_VehRateRuleRQ.xml</a>  | <b>Response Message</b><br>View/ Download: <a href="#">OTA_VehRateRuleRS.xml</a>  |
|--|---|
| <p>Joe Bailey has a confirmed Hertz reservation and would like to get detailed information about the rate he has confirmed.</p> <p>An OTA_VehRateRuleRQ message is sent to Hertz with the following information:</p> <ul style="list-style-type: none"> <li>• Travel agent IATA: 11992288</li> <li>• Confirmation number: 229556642</li> </ul> | <p><i>Hertz returns an OTA_VehRateRuleRS with the following information:</i></p> <p><i>Recap of rental information:</i></p> <ul style="list-style-type: none"> <li>• Pickup Date/Time: 10/1/2006 at 10:30 AM</li> <li>• Return Date/Time: 10/9/2006 at 10:00 AM</li> <li>• Pickup/Return Location: OKC</li> <li>• Vehicle Information: Compact 4-door car with automatic transmission and a/c.</li> </ul> <p><i>Rental Rate Information:</i></p> <ul style="list-style-type: none"> <li>• Mileage: Unlimited</li> <li>• Base Rate Total: USD \$200.00</li> <li>• Tax Information: USD \$21.60 / 12%</li> <li>• Rate Breakdown: \$150.00 per week / \$50.00 per day</li> </ul> |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Rate Category/Plan: Leisure – ABC123</li> <li>• Mandatory Charge Total: USD \$121.60</li> <li>• Estimated Total: USD \$301.60</li> <li>• Equipment Charges: USD \$25.00 - \$25.00/week - \$5.00/day – charge not included in rate</li> <li>• Fees: 1 @ \$25 and 1 @ \$75</li> <li>• Discount: 10% or \$20</li> <li>• Coverages: CDW (7), LIS (27) and PPI (38) are all included in the rental rate</li> <li>• Advance Booking: 2 day advance booking required</li> <li>• Guarantee: Credit card guarantee is required</li> <li>• Penalty fee: USD \$100</li> <li>• Penalty period: 24 hours prior to pickup date</li> <li>• Minimum Keep: 7 days</li> <li>• Maximum Keep: 62 days</li> <li>• Guarantee Period: Rate is guaranteed for 120 days</li> </ul> <p><u>Location information:</u></p> <ul style="list-style-type: none"> <li>• Address: 6800 S. Meridian, Oklahoma City, OK 73159</li> <li>• Phone: 405-555-1212</li> <li>• Hours: Monday – Friday: 5 AM – 1 AM; Saturday-Sunday: 7 AM – 10 PM</li> <li>• Counter Location: In Terminal</li> </ul> |
|--|---|

*Request a rate rule with guarantee, deposit and detailed pickup and return rules*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/ Download: <a href="#">OTA_VehRateRuleRQ2.xml</a>   | View/ Download: <a href="#">OTA_VehRateRuleRS2.xml</a>   |
| Joe Bailey requests detailed information for a rate returned in an availability response from Hertz. | <p><i>Hertz responds with the following information:</i></p> <p><u>Recap of rental information:</u></p> <ul style="list-style-type: none"> <li>• Pickup Date/Time: 23/09/2009 at 09:00 AM</li> <li>• Return Date/Time: 25/09/2009 at 10:00 AM</li> <li>• Pickup/Return Location: NCE</li> <li>• Vehicle Information: CCMR</li> </ul> <p><u>Rental Rate Information:</u></p> <ul style="list-style-type: none"> <li>• Available rate</li> <li>• Mileage: Unlimited</li> <li>• Base Rate Total: EUR €38.12</li> <li>• Tax Information: EUR €7.47 / 19.6%</li> <li>• Rate Breakdown: EUR €17.56 per day / EUR €3.00 per hour</li> <li>• Rate Category/Plan: Standard – S1A1FR1</li> </ul> |



|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Estimated Total: EUR €45.59</li> <li>• Advance Booking: 1 day advance booking required</li> <li>• Deposit : Deposit required 3 days after booking</li> <li>• Guarantee: Credit card guarantee is required</li> <li>• Guarantee Period: Rate is guaranteed from 23/01/2009 to 23/06/2009</li> </ul> <p><u>Location information:</u></p> <ul style="list-style-type: none"> <li>• Address: 12 promenade des anglais 06000 Nice - France</li> <li>• Phone: +33 4 92 00 00 00</li> </ul> <p>Hours:</p> <p>Monday 9AM – 12 AM 1 PM – 10 PM.<br/> Tuesday 9AM – 12 AM 1 PM – 10 PM.<br/> Wednesday 9AM – 8 PM.<br/> Thursday 9AM – 12 AM 1 PM – 10 PM.<br/> Friday 9AM – 12 AM 1 PM – 10 PM.</p> <p><u>Pickup and return detailed information:</u></p> <p>MON TUE WED THU FRI SAT SUN</p> <p>Earliest Pickup 07:00 08:00 07:30 08:30 08:30 07:30 07:30</p> <p>Latest Pickup 23:00 23:30 23:00 23:45 22:30 22:30 23:00</p> <p>Earliest Return 06:30 07:30 07:00 08:00 08:00 07:00 07:00</p> <p>Latest Return 23:30 23:45 23:15 23:45 23:00 23:00 23:30</p> |
|--|--|

*Rate rule request with No Show Fees returned*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehRateRuleRQ3.xml</a>   | View/ Download: <a href="#">OTA_VehRateRuleRS3.xml</a>  |
| A travel agent does a rate rule request for the Ford Focus returned in the OTA_VehAvailRateRS use case using the quote ID from the response message:<br>OTA_VehAvailRateRS/ VehAvailRSCore/ VehVendorAvails/ VehVendorAvail/ VehAvails/ VehAvail/ VehAvailCore/ RentalRate/@QuoteID. | The transaction was processed successfully by the car supplier with no business warnings and this response message includes detailed no show fee information for the Ford Focus that was returned in the rates & availability response. |

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## 5.13 OTA\_VehResRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Reservation message pair is intended for a single reservation. This message pair requires the customer to specify the location, either by a location search or by knowledge of the rental facility, and assumes the customer has already performed some kind of location search and pinpointed a specific rental branch.

An Availability with Rates ([OTA\\_VehAvailRateRQ/RS](#)) message pair may be exchanged prior to the Vehicle Reservation message pair, but is not necessary. A vendor may make a single reservation upon receiving only the reservation message.

The Vehicle Reservation messages are typically used in the following circumstances:

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

Rates are already known to the customer or trading partner and only a reservation is needed to communicate the rental need. Special equipment, such as hand controls or a baby seat can be accommodated through this message pair. Special equipment can be returned related to a specific car, rather than as part of the more general reservation. Special circumstances such as chauffeur-driven cars are not accommodated in this message.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- [OTA\\_VehicleCommonTypes](#)

### Message Pair Use Cases

*Make a vehicle reservation with a preferred supplier specified*

| Request Message                                  | Response Message                                 |
|--|--|
| View/ Download: <a href="#">OTA_VehResRQ.xml</a> | View/ Download: <a href="#">OTA_VehResRS.xml</a> |

|   |  |
|---|--|
| <p>Mr. Joe Bailey would like to rent an Intermediate car (with automatic transmission and air conditioning) in Oklahoma City.</p> <p>Mr. Bailey has indicated that he would like a 4-door car and will need a child seat.</p> <p>He will be arriving in Oklahoma City on American Airlines flight 1234 and will be picking up the car at the Oklahoma City Airport on November 1 at 10:30 AM and returning the car to the same location on November 9 at 10:00 AM.</p> <p>He has indicated that he would prefer to rent from Hertz.</p> <p>Mr. Bailey has included his mailing address, phone number, e-mail address, Hertz #1 Club Gold number and American Airlines frequent flyer number in his rental request.</p> <p>Mr. Bailey has also included his Visa as the payment card for the rental.</p> | <p><i>Hertz confirms Mr. Bailey's booking and returns the following information:</i></p> <p>Confirmation Number: C21358AC036</p> <p><i>Recap of rental information:</i><br/> Pickup Date/Time: 11/1/2003 at 10:30 AM<br/> Return Date/Time: 11/9/2003 at 10:00 AM<br/> Pickup/Return Location: OKC<br/> Vehicle Information: Intermediate 4-door car with automatic transmission and a/c<br/> Vehicle Descriptive Text: "FORD CONTOUR OR SIMILAR"<br/> Rental Rate Information:<br/> Mileage: Unlimited<br/> Base Rate Total: USD \$200.00<br/> Tax Information: USD \$24.00 / 12%<br/> Rate Breakdown: \$150.00 per week / \$50.00 per day<br/> Rate Category/Plan: Leisure - ABC123<br/> Equipment Charges: USD \$30.00 - \$25.00/week - \$5.00/day<br/> Fees: 1 @ \$25 and 1 @ \$75</p> <p><i>Additional Information:</i><br/> Advisory text<br/> Location Information (name, address and phone number)</p> |
|---|--|

*Make a vehicle reservation with special equipment requested*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/ Download: <a href="#">OTA_VehResRQ2.xml</a>   | View/ Download: <a href="#">OTA_VehResRS2.xml</a>  |
| <p>Joe Bailey requests the reservation of:</p> <ul style="list-style-type: none"> <li>• an ECMN vehicle with special equipment (a child seat)</li> <li>• from 07/29/2009 at 09:00</li> <li>• to 07/30/2009 at 09:00</li> <li>• in Miami</li> <li>• with Hertz provider</li> </ul> | <p><i>As the Car Supplier System has no on-line inventory for special equipment, the reservation with the child seat cannot be immediately confirmed.</i></p> <p>The Car Supplier System acknowledges the receipt of the request, but doesn't confirm the booking.</p> <p>Confirmation and/or update will be made using the OTA_VehResStatusNotifRQ/RS messages.</p> |

*Cancel a pending booking*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/ Download: <a href="#">OTA_VehResRQ3.xml</a>   | View/ Download: <a href="#">OTA_VehResRS3.xml</a>   |
| <p>A travel agent requests the cancellation of Joe Bailey's booking:</p> <ul style="list-style-type: none"> <li>• an ECMN vehicle</li> <li>• with special equipment (a child seat)</li> </ul> | <p><i>The Car Supplier System acknowledges the receipt of the request.</i></p> <p>This acknowledgment also means the cancellation is accepted and no update message will be sent.</p> |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• from 07/26/2009 at 09:00</li> <li>• to 07/30/2009 at 09:00</li> <li>• in Miami</li> <li>• with Hertz provider</li> </ul> |  |
|---|--|

*Charitable (micro) donation information collected in a vehicle reservation request with no receipt requested*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/ Download: <a href="#">OTA_VehResRQ100.xml</a>   |   |
| A 10.00 (€) donation is made from a French citizen using a JCB credit card with NO donation receipt requested. Because the donation is from France, no "StateCode" is required. | <i>NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.</i> |

*Charitable (micro) donation information collected in a vehicle reservation request with a receipt requested*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehResRQ101.xml</a>  |   |
| A 10.00 (€) donation is made from a French citizen using a JCB credit card with a donation receipt requested and because the donor asked for a receipt, receipt information is required. | <i>NO charitable donation information appears in the RESPONSE messages as the charitable donation processing and communication with the donor is expected to happen independently of OpenTravel messages.</i> |

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## 5.14 OTA\_VehResStatusNotifRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Reservation Status Notification message pair is intended for updating a single reservation.

Typically, a reservation message (e.g., [OTA\\_VehResRQ/RS](#)), which resulted in a pending reservation, has been exchanged between two trading partners (e.g., a GDS and the car rental company) prior to this Reservation Status Notification message pair.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes
- OTA\_VehicleCommonTypes

### Message Pair Use Cases

*Confirm a vehicle reservation*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehResStatusNotifRQ.xml</a>  | View/ Download: <a href="#">OTA_VehResStatusNotifRS.xml</a>                                 |
| <p>Joe Bailey has previously requested the reservation of an ECMN vehicle with special equipment (a child seat) that hasn't been confirmed immediately because the Car Supplier System has no on-line inventory for special equipment.</p> <p>The inventory manager checks the real inventory and notes that this equipment is available for the rental period.</p> <p>He can therefore confirm the reservation of Joe Bailey:</p> <ul style="list-style-type: none"> <li>• an ECMN vehicle</li> <li>• with special equipment (a child seat)</li> <li>• from 07/29/2009 at 09:00</li> <li>• to 07/30/2009 at 09:00</li> <li>• in Miami</li> <li>• with Hertz provider</li> </ul> | <p><i>The GDS acknowledges the reception of this message (OTA_VehResStatusNotifRS).</i></p> |

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## 5.15 OTA\_VehRetResRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Retrieve Reservation message pair is intended for customers to display their previously made reservation(s). This message pair allows a customer to retrieve one specific reservation or receive a list of reservations that match specific criteria.

One of the following is required to complete a Vehicle Retrieve Reservation request:

- A Unique ID
- Customer Loyalty Number, or
- Person Name.

Many companies may require a combination of these three. Other optional items are pickup information, telephone number, and vendor.

Trading partners may mandate that additional fields are mandatory. In the case where a list of reservations is retrieved, the list will provide key high- level information; such as, dates and times, pick-up location, name and type of class of the vehicle. From this list, the customer can then drill down and retrieve one specific reservation.

The Vehicle Retrieve Reservation message pair are typically used in the following circumstances:

- A customer wants to verify that all information is accurate as the reservation may have been made months ago or by a third party. The traveler can verify that the reservation was made accurately and that pertinent information has not changed from the time the reservation was made.
- A customer is on the road and does not have their itinerary for their next location. Depending on the trading partner, this customer can retrieve the reservation and see their next location or a list of locations to which they are going.
- A customer needs to modify their reservation. Depending on the trading partner, a Vehicle Retrieve Reservation ([OTA\\_VehResRQ/RS](#)) transaction may be required before the Vehicle Modify is done.
- A customer wants to modify or cancel an existing reservation, but does not have the Unique ID (reservation number). In this case, the retrieve message ( [OTA\\_VehResRQ/RS](#)) could be used to retrieve a list of reservations that match the search criteria and the customer could then select a single reservation from the list on which to perform further action.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_VehicleCommonTypes

## Message Pair Use Cases

*Retrieve a vehicle reservation by confirmation number*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/ Download: <a href="#">OTA_VehRetResRQ.xml</a>  | View/ Download: <a href="#">OTA_VehRetResRS.xml</a>  |
| <p>Jeanne Grey has previously made a vehicle reservation with Avis, but she now needs to keep the car an extra day.</p> <p>Jeanne sends her reservation confirmation number of 451J72 and last name to the system.</p> | <p><i>Avis returns the following information:</i></p> <p>Confirmation Number: 451J72<br/>Name: Jeanne Grey<br/>Pick Up Date: July 25, 2003 at 3:30 pm<br/>Drop Off Date: July 26, 2003 at 8:30 am</p> <p>Rental Office Address and Phone Number:<br/>ST. LOUIS AIRPORT (ON-SITE)<br/>10278 NATURAL BRIDGE ROAD<br/>BERKELEY, MO 63134-3300<br/>(314) 552-2500</p> <p>Office Hours:<br/>24 hours a day, 7 days a week.</p> <p>Car and Rate Information:<br/>Intermediate<br/>\$18.00 (Daily 1 Days @ 18.00)<br/>\$5.00 (SURCHARGE 1 Days @ 5.00)<br/>\$23.00 (Subtotal)</p> <p>SURCHARGE<br/>\$2.10 (AIRPORT ACCESS FEE)</p> <p>Total charges \$25.10</p> <p>Unlimited free miles</p> |

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## 5.16 OTA\_VehResNotifRQ/RS

### Message Pair Overview

The OpenTravel Vehicle Reservation Notification message pair addresses a common business need to be able to bulk transfer entire reservations between computer systems. Other OpenTravel vehicle messages support requesting new reservations and retrieving existing reservation information in a client/server style pull operation, however, they don't support transferring bulk reservation information in a notification style push operation like this message pair does.

To simplify retransmission logic, reservations are transferred in a transactional (all or nothing) model. If the receiver sends a response message with a *Success* element, all reservation information has been successfully transferred.

If the response contains an *Error* element, none of the reservation information has been transferred and the information should be retransmitted at a later time.

Each reservation included in the request message may include the following information:

- Confirmation number
- Reservation status (new, changed, canceled)
- Itinerary information
- Vehicle selection
- Pricing information
- Booking source information
- Coverage requested
- Optional equipment requested
- Special request comments

The intended partners are reservation systems, counter level systems, fleet management systems, accounting systems, and other trading partners.

### OpenTravel Data Dictionary

- [Car Messages](#)

### OpenTravel Message Includes

- OTA\_CommonTypes
- OTA\_SimpleTypes
- OTA\_VehicleCommonTypes

## Message Pair Use Cases

*Transfer reservations to one or more trading partner systems*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/ Download: <a href="#">OTA_VehResNotifRQ.xml</a>  | View/ Download: <a href="#">OTA_VehResNotifRS.xml</a>   |
| <p>A vehicle rental company uses two systems to manage operations.</p> <p>One system is used to manage reservations and collect bookings from various OpenTravel systems, GDS systems, and web sites.</p> <p>Another system is used at the counter level to manage the the vehicle fleet along with the creation and completion of customer contracts.</p> <p>As reservations are collected, modified, and cancelled in the reservation system, the counter level system needs to be notified of the changes so the most accurate information is available when the customers show up at the rental counter.</p> | <p><i>When the receiving system has successfully received and stored the updated reservation information, a response message with a Success element is returned to the source of the request.</i></p> |

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# Section 6— CRUISE MESSAGES

## Messages Overview

Booking a cruise reservation typically involves searching for the cruise followed by the creation of the booking. First, the traveler decides when and where the cruise is to be taken. After the sailing has been selected the traveler decides on the fare type and accommodation costs. Finally the cruise is purchased.

In the following section, the term “traveler” will be used. This could be a travel agency, a travel partner, a GDS, or anyone the cruise line has authorized to make bookings using these messages.

To book a cruise, the traveler typically performs the following steps:

1. [Search for a sailing using the CruiseSailAvailRQ/RS message pair](#) which could be sent to one or more cruise lines. The cruise line(s) would reply with a list of sailings or a warning to inform the requester that no sailings are available that satisfy the request. Once a sailing is chosen, all subsequent messages will only be sent to the selected cruise line.
2. [Request available fares for the selected voyage with the CruiseFareAvailRQ/RS message pair](#). A list of available fares will be returned by the cruise line and the traveler selects a fare.
3. [Request the available categories using the CruiseCategoryAvailRQ/RS message pair](#). A list of available categories will be returned by the cruise line and the traveler selects a category.
4. [After the category has been selected, and any time prior to creating the booking, pricing can be requested with the CruisePriceBookingRQ/RS message pair](#). The cruise line will return all of the pricing items for both the individual traveler and the booking.
5. [Request a list of available cabins in the selected category with the CruiseCabinAvailRQ/RS message pair](#). The cruise line will return a list of available cabins from which the traveler will make a selection.
6. [Place one or more cabins on hold using the CruiseCabinHoldRQ/RS message pair](#). This takes the cabin(s) out of the cruise line’s available inventory for a short period of time, typically fifteen minutes.
7. [If the traveler decides to request one or more different cabins to be held, the CruiseCabinUnholdRQ/RS message pair](#) is used to release the specific cabin(s) currently on hold.
8. [The traveler creates a booking with the CruiseBookRQ/RS message pair](#). In the request message, the traveler advises the cruise line of all required information for all accompanying passengers. The cruise line responds with the reservation number to confirm the booking.

Alternatively, if a traveler knows the cruise line’s available voyages and fares, there would be no need to use the [CruiseSailAvailRQ/RS](#) or the [CruiseFareAvailRQ/RS](#) message pairs. The traveler would start the shopping process by requesting the available categories for a selected fare for a selected sailing.

Other business operations supported by the OpenTravel Cruise messages include:

- Cancellations - Request the penalties for both the booking and the individual travelers that would be charged if the requested cruise reservation is cancelled using the [CruiseCancellationPricingRQ/RS](#) message pairs.
- Dining Options - The [CruiseDiningAvailRQ/RS](#) message pair allow requests for dining options for a selected voyage and fare code and returns a list of dinings available for a given sailing and for a

selected fare.

- Fast Sells – The [CruiseFastSellRQ](#) message is a multipurpose request to access one of the following cruise provider functions: Cabin hold (maximum of 4 cabins) when a cabin number is provided; Cabin availability when a cabin number is not provided and a category is provided; Category availability when neither cabin, nor category is specified in the request; Fare availability when the fare code provided in the request is either incorrect for the sailing or not available; and, Package availability when the package is specified, but not available for the sailing.
- Cruise Information - The [CruiseInfoRQ/RS](#) message pair allows the sharing of miscellaneous structured cruise information, including: cruise ship characteristics; embark/debark time; cruise policies; and cruise line contacts.
- Cruise Itineraries - The [CruiseItineraryDescRQ/RS](#) message allows customers to request the detailed itinerary of a specific sailing.
- Cruise Payments - The [CruisePaymentRQ/RS](#) message pair provides a traveler with the ability to submit payments for an existing reservation without first retrieving the reservation.
- Cruise Packages – The [CruisePkgAvailRQ/RS](#) message pair is used to request information about the pre-cruise, post-cruise, or the inclusive-cruise packages associated with a sailing.
- PNR Updates – The [CruisePNR\\_UpdateNotifRQ/RS](#) message pair provides a defined structure to push unsolicited update messages (such as change in departure time and cancellation for non payment) to a travel partner to enable passenger record synchronization between the cruise line company and a travel partner.
- Shore Excursions – The [CruiseShorexAvailRQ/RS](#) message pair is used to request information about shore excursions associated with a sailing (such as a sight seeing tour or a shopping expedition).
- Special Services – The [CruiseSpecialServicesRQ/RS](#) message pair is used for requests about special services offered for a given sailing/reservation ID or to request details for a specific special service.

## Messages List

### 6.0 OTA\_CruiseCommonTypes

#### 6.1 [OTA\\_CruiseBookingDocumentRQ/RS](#)

#### 6.2 [OTA\\_ReadRQ/OTA\\_CruiseBookingHistoryRS](#)

#### 6.3 [OTA\\_CruiseCabinAvailRQ/RS](#)

#### 6.4 [OTA\\_CruiseCabinHoldRQ/RS](#)

#### 6.5 [OTA\\_CruiseCabinUnholdRQ/RS](#)

#### 6.6 [OTA\\_CruiseCancellationPricingRQ/RS](#)

#### 6.7 [OTA\\_CruiseCategoryAvailRQ/RS](#)

#### 6.8 [OTA\\_CruiseBookRQ/RS](#)

#### 6.9 [OTA\\_CruiseDiningAvailRQ/RS](#)

#### 6.10 [OTA\\_CruiseFareAvailRQ/RS](#)

#### 6.11 [OTA\\_CruiseFastSellRQ](#)

- 6.12 [OTA\\_CruiseInfoRQ/RS](#)
- 6.13 [OTA\\_CruiseItineraryDescRQ/RS](#)
- 6.14 [OTA\\_CruisePaymentRQ/RS](#)
- 6.15 [OTA\\_CruisePkgAvailRQ/RS](#)
- 6.16 [OTA\\_CruisePriceBookingRQ/RS](#)
- 6.17 [OTA\\_CruisePNR\\_UpdateNotifRQ/RS](#)
- 6.18 [OTA\\_CruiseSailAvailRQ/RS](#)
- 6.19 [OTA\\_CruiseShorexAvailRQ/RS](#)
- 6.20 [OTA\\_CruiseSpecialServicesRQ/RS](#)

## Use Case Quick Links

1. [A travel agent requests a fax for a reservation's air itinerary](#)
2. [A travel agent requests that the confirmation documents for one of their bookings to be sent to the guest's temporary address](#)
3. [A travel agent requests to see the change history for a specific booking ID](#)
4. [A travel agent requests a cruise booking history](#)
5. [A travel agent requests the change history for a reservation that does not exist and receives an error response](#)
6. [A customer requests a list of available cabins in a specific berthing category](#)
7. [A customer requests a cabin hold](#)
8. [A customer releases a cabin they previously held](#)
9. [A customer requests pricing to cancel a cruise](#)
10. [A customer requests a category availability search with lowest fares requested](#)
11. [A customer books a cruise with a dining request](#)
12. [A customer requests available dining rooms that offer French cuisine in a fine dining environment](#)
13. [A customer requests fare quotes for a cruise with the vessel name, date range and number in party specified](#)
14. [A travel agent does a fast sell request for a cabin hold \(requested inventory is available and a cabin hold response is sent\)](#)
15. [A travel agent does a fast sell request for a cabin hold \(requested inventory is NOT available and a cabin availability response is sent\)](#)
16. [A travel agent requests the cancellation policy from a cruise line](#)
17. [A travel agent requests the statistics for a specified vessel name](#)
18. [A passenger requests a cruise itinerary description for a specified ship code and start date](#)
19. [A travel agent submits a payment request for a cruise reservation](#)
20. [A customer requests cruise package availability, specifying a voyage number and number in party](#)
21. [A customer requests a price for cruise and air components](#)
22. [A cruise line sends a message to a travel agency notifying them of a change to a reservation the travel agency originally booked](#)
23. [A customer requests a list of available voyages for a specified date range \(availability returned\)](#)
24. [A customer requests a list of available voyages for a specified date range \(no availability returned\)](#)
25. [A customer requests a list of available shore excursions](#)

26. [A customer requests a list of special services available on a cruise](#)

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## 6.1 OTA\_CruiseBookingDocumentRQ/RS

### Message Pair Overview

The OpenTravel Cruise Booking Document message pair provides the ability to request a document type and its delivery method without first having to retrieve the reservation.

The request message is the OTA\_CruiseBookingDocumentRQ in which the user can specify the reservation ID and the type of document (e.g., cruise itinerary, air itinerary etc.) the user wants along with a delivery mode (e.g., e-mail, fax, mail etc.)

The user may optionally provide a phone number, an e-mail address or an address to where the document is to be sent. If no phone number, e-mail or address is specified then the information provided within the booking is used.

The response message OTA\_CruiseBookingDocumentRS returns the status of each delivery request that was made.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A travel agent requests a fax for a reservation's air itinerary*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CruiseBookingDocumentRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseBookingDocumentRS.xml</a>  |
| <p>A travel agent requests a fax for a reservation's air itinerary.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"> <li>• Reservation ID: 93236708</li> <li>• Fax Number: 561- 422-3262</li> <li>• Document Type: Fax</li> <li>• Name : Ms. Jamie Smith</li> </ul> | <p><i>The response indicates the request has been confirmed and returns the status of the delivery request that was made.</i></p> |

*A travel agent requests that the confirmation documents for one of their bookings to be sent to the guest's temporary address*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download:<br><a href="#">OTA_CruiseBookingDocumentRQ2.xml</a>   | View/Download:<br><a href="#">OTA_CruiseBookingDocumentRS2.xml</a>  |
| <p>A travel agent wants the confirmation documents for one of his bookings to be sent to the guest's temporary address.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"><li>• Reservation ID: 774263</li><li>• Document Type: Mail</li><li>• Name : Mr. James White</li><li>• Address: 1041 Mountain Trail Drive</li><li>• Albuquerque, NM, 87113 USA</li></ul> | <p><i>The response states that the request for mailing the confirmation documents for reservation 774263 to the new address has been declined since the date of the request is too close to the sailing departure date.</i></p> |

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## 6.2 OTA\_ReadRQ/OTA\_CruiseBookingHistoryRS

### Message Pair Overview

The OpenTravel Cruise Booking History message pair provides change/service history on an existing reservation.

The request message is the [OTA\\_ReadRQ](#) with which a user can specify the reservation ID for which they want to see the change history for. The [OTA\\_ReadRQ](#) message is also used to retrieve the reservation information and an indicator that distinguishes the service history request from the request for the current reservation information.

The response message OTA\_CruiseBookingHistoryRS returns a list of history entries for the reservation changes that have taken place.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A travel agent requests to see the change history for a specific booking ID*

| Request Message   | Response Message   |
|---|--|
| View/Download: <a href="#">OTA_ReadRQ9.xml</a>  | View/Download: <a href="#">OTA_CruiseBookingHistoryRS.xml</a>  |
| <p>Travel Agent Jody wants to see the change history for booking 7674589 with the Coastal Waters Cruise Line.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"> <li>• ID: 7674589</li> <li>• HistoryRequestedInd: true</li> </ul> | <p><i>The history for reservation 7674589 shows that it was modified twice by Jody.</i></p> <p>The first modification was made on 17 June 2006 at 9:30:47 AM in which the guest ages were changed: Julie Peterson's age was changed from 26 to 30 and Jack Peterson's age was changed from 26 to 32.</p> <p>The second change was made to the booking on 19 June 2006 at 3:30:47 PM in which dining seating information was changed from main dining to second dining.</p> |

*A travel agent requests a cruise booking history*

| Request Message | Response Message |
|-----------------|------------------|
|-----------------|------------------|

|  |  |
|--|--|
| View/Download: <a href="#">OTA_ReadRQ10.xml</a>  | View/Download: <a href="#">OTA_CruiseBookingHistoryRS2.xml</a>   |
| <p>The history for reservation CVG4589 is requested by Jody. She had booked this with the Oceanic Cruise Line which uses a different message structure from Coastal Waters Cruise Lines.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"> <li>• ID: CVG4589</li> <li>• HistoryRequestedInd: true</li> </ul> | <p><i>The response returns the old and new values for each history item entry. Structured data is returned instead of text.</i></p> <p>The first set of modifications was made on 17 June 2006 at 9:35:47 AM. The age for guest 40111 was changed from 26 to 30 and the age for guest 40112 was changed from 26 to 32.</p> <p>The second set of modifications was made on 19 June 2006 at 3:35:47 PM to change dining seating from M (main) to S (second).</p> |

*A travel agent requests the change history for a reservation that does not exist and receives an error response*

|   |  |
|---|--|
| <b>Request Message</b>  | <b>Response Message</b>  |
| View/Download: <a href="#">OTA_ReadRQ11.xml</a>   | View/Download: <a href="#">OTA_CruiseBookingHistoryRS3.xml</a>   |
| <p>Travel agent Jody wants to see the change history for reservation 7674589 which she had created.</p> <p>By mistake, she enters 7574589 instead of 7674589.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"> <li>• ID: 7574589</li> <li>• HistoryRequestedInd: true</li> </ul> | <p><i>The reservation ID 7574589 Jody entered does not exist and the booking history response returns an error 284 which stands for "No Reservations Found for Search Criteria".</i></p> |

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## 6.3 OTA\_CruiseCabinAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Cabin Availability message pair provides a list of available cabins for a selected category on a voyage. The voyage information is defined by the VoyageID or the departure date and duration, depending on the cruise line. The fare code and the berthed and priced category codes are retained from the respective availability message.

The Cruise Cabin Availability request message requests Cabin Availability for a given sailing with a specific mode of transportation/ gateway city pair & currency, and for a selected fare/category pair. Optional request information can include: Guest city and Inclusive package.

The Cruise Cabin Availability response message contains a list of cabins available for a given sailing with a specific mode of transportation/ gateway city pair & currency and for a selected fare/category pair. For each cabin the following information may be returned: cabin number; position in ship; ship side; category location; remark; deck name; bed options; maximum cabin occupancy; cabin size; berthed category code; priced category code; status code; category indicator; cruise package information; group code; fare code; currency code; and marketing message.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests a list of available cabins in a specific berthing category*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruiseCabinAvailRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseCabinAvailRS.xml</a>  |
| <p>Jose Marques has decided to sail on the Royal Caribbean Cruise ship NAVIGATOR OF THE SEAS for the seven day sailing on Oct 1, 2006.</p> <p>He is requesting a list of available cabins in berthed category "L" for two travelers using fare code "LAF".</p> <p>The priced category is "L".</p> | <p><i>The response returns a list of 3 available cabins on Deck Eight that matched the input criteria.</i></p> <p>The response also contains information about the cabin location on the ship, the type of bed and possible bed configurations, cabin size, balcony size, and general information about the cabin.</p> |

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## 6.4 OTA\_CruiseCabinHoldRQ/RS

### Message Pair Overview

The OpenTravel Cruise Cabin Hold message pair instructs a cruise line to remove a selected cabin from available inventory for a short time interval, typically fifteen minutes. This allows the user time to enter additional information which is required to complete the booking, without concern for losing the cabin.

The voyage is identified by the VoyageID or the departure date and duration, depending on the cruise line. Multiple cabins are usually allowed to be placed on hold, up to a maximum defined by the cruise lines.

The response message indicates the status of each cabin for which a hold is requested. It is conceivable in the case of a request containing multiple cabins, that the status might be different for one or more cabins. If the cabin hold request was successful, the cruise line usually provides additional information in the response, such as the acceptable forms of payment.

The cruise line also may indicate the length of time the cabin will be held before being automatically released back into inventory, as well as which data elements the cruise line requires to complete the booking, dining, insurance, and other options.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests a cabin hold*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CruiseCabinHoldRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseCruiseCabinHoldRS.xml</a>  |
| <p>Jose Marques has chosen to sail on the Royal Caribbean Cruise ship NAVIGATOR OF THE SEAS for the seven day sailing on Oct 1, 2006.</p> <p>There will be two travelers in this party.</p> <p>He has selected fare code "BRKF25" and category "L".</p> <p>Jose has settled on cabin number 8341, and is issuing a cabin hold request to reserve it.</p> | <p><i>The response message indicates the cabin was held successfully.</i></p> <p>The cruise line also conveys additional information on the available dining and insurance options offered by the cruise line, and cruise profile codes that indicate which data elements must be provided in order to complete this booking.</p> <p>The response also indicates the forms of payment that the cruise line accepts.</p> |

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## 6.5 OTA\_CruiseCabinUnholdRQ/RS

### Message Pair Overview

The OpenTravel Cruise Cabin Unhold message pair is used to release a hold that was previously put on a cabin, allowing the cruise line to release the cabin back into its available inventory.

The request message allows the user to release multiple cabins-from multiple voyages-to address situations where the same cabin is currently held for back-to-back cruises. The voyage is identified by the VoyageID or the departure date and duration, depending on the cruise line.

The response message indicates the status for each cabin in the request. If unsuccessful, a warning or advisory message is usually returned.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer releases a cabin they previously held*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_CruiseCabinUnholdRQ.xml</a>  | View/Download: <a href="#">OTA_CruiseCabinUnholdRS.xml</a>  |
| Jose Marques was shopping for a cruise and was interested in sailing on the Royal Caribbean Cruise ship NAVIGATOR OF THE SEAS on October 1, 2006.<br><br>In his shopping process, he had cabin 8341 put on hold.<br><br>Jose changed his mind and decided to continue shopping, and the CruiseCabinUnhold message is being sent to release the cabin. | <i>The response message from the cruise line indicates the requested cabin was successfully unheld.</i> |

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## 6.6 OTA\_CruiseCancellationPricingRQ/RS

### Message Pair Overview

The OpenTravel Cruise Cancellation Pricing message pair is sent to a cruise line vendor to request the penalties that would be charged if the requested reservation is cancelled. The response message returns the penalties for both the booking and the individual travelers.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests pricing to cancel a cruise*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download:<br><a href="#">OTA_CruiseCancellationPricingRQ.xml</a>  | View/Download:<br><a href="#">OTA_CruiseCancellationPricingRS.xml</a>   |
| Jose Marques and his wife have a reservation on the seven day sailing on the Norwegian Dawn on Oct. 3, 2007. The reservation number is 12877326.<br><br>He has paid the first deposit of \$200.00 per person for a total of \$400. He is having second thoughts about going on this cruise at this time so he is requesting the cruise cancellation pricing to find out how much the penalty costs would currently be if he decides to cancel the reservation. | <i>The response message contains the penalties for each traveler and for the reservation.</i><br><br>The Marques family can see from the response that if they choose to cancel the reservation at this time, it will cost them \$250.00 for each person, for a total cost of \$500.00 in cancellation penalties. |

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## 6.7 OTA\_CruiseCategoryAvailRQ/RS

### Message Pair Overview

The OpenTravel Category Availability message pair requests a list of cabin categories for a specified voyage and fare code. The voyage information is indicated by either the VoyageID or the departure date and duration depending on the cruise line.

The Category Availability Request message requests Category Availability for a given sailing with a specific Mode of Transportation/GatewayCity pair and currency and for selected fares (depending on the cruise line). Optional request information can include: Guest ages; Guest city; and Inclusive package.

The response message returns a list of cabin categories that correspond to the requested sailing and fare. In addition to the status, the response typically contains information about the location of the category on the ship, the maximum occupancy of the cabins, priced and berthed codes, as well as price information about the category.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests a category availability search with lowest fares requested*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CruiseCategoryAvailRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseCategoryAvailRS.xml</a>  |
| <p>Jose Marques decided to sail on the Royal Caribbean Cruise ship NAVIGATOR OF THE SEAS for a seven day sailing on Oct 1, 2006.</p> <p>There will be two cruise only travelers coming from Atlanta on this voyage.</p> <p>Jose has chosen the fare code LAF, "LOWEST AVAILABLE FARE", and is now requesting a list of available categories for that fare.</p> | <p><i>The response returned a list of categories for this voyage and LAF fare code.</i></p> <p>Four categories were found, with adult prices ranging from \$869 to \$3149 per person, for the first and second persons in the cabin.</p> <p>However, only the \$889 and \$1599 categories had availability remaining.</p> <p>The cabins in each of these categories have a maximum occupancy of four persons per cabin.</p> |

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## 6.8 OTA\_CruiseBookRQ/RS

### Message Pair Overview

The OpenTravel Cruise Book message pair is used to create a reservation on the cruise line reservation system, for a specific sailing, with a specified mode of transportation/gateway city pair and currency, and a selected fare/category pair, for one or more passengers, in a specific cabin.

Typically the request would be made by a Global Distribution System (GDS) or an Internet booker, or another travel broker.

Prior to submitting a Create Booking request message, a cabin must have been placed on hold. The only exception to this is if a cabin is reserved as a guarantee, rather than a specific cabin.

The response message indicates if the request was successful, and returns a Reservation ID number and may also integrate the booking into a GDS' PNR based on the cruise line reply.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A customer books a cruise with a dining request*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_CruiseBookRQ.xml</a>  | View/Download: <a href="#">OTA_CruiseBookRS.xml</a>  |
| <p>Jose Marques has decided on a seven day sailing on the Norwegian Dawn on Oct. 3, 2006, voyage Id 570329.</p> <p>Jose and his wife Tamara do not yet have a cabin assigned to them, therefore they will be requesting a guarantee for a cabin in their requested category.</p> <p>This cabin will be in berthing and pricing category BA.</p> <p>The reservation will be priced at fare code BESTFARE – to get the best available fare for that Category.</p> <p>Tamara will be requesting a 2 night Pre-Package in New York (a non inclusive package) for herself only.</p> | <p><i>The CruiseBook response message sent by the cruise line indicates the successful booking by providing the reservation number 12272778.</i></p> |

|                                      |  |
|--------------------------------------|--|
| Freestyle dining is being requested. |  |
|--------------------------------------|--|

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## 6.9 OTA\_CruiseDiningAvailRQ/RS

### Message Pair Overview

The OpenTravel Dining Availability message pair provides a list of dining options for a selected voyage and fare code. The voyage information will be entered via the VoyageID—or the departure date and duration—depending on the cruise line and guest count is required.

Optional request information can include:

- Dining Room name
- Dining Room operation times
- Type of restaurant (fast food, café, fine dining)
- Type of cuisine (French, Thai, Vegetarian)

The Dining Availability Response message contains a list of dinings available for a given sailing and for a selected fare. For each dining the following information may be returned: Dining code; Dining status; Sitting; Meal name; Meal times; and Marketing message.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A customer requests available dining rooms that offer French cuisine in a fine dining environment*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_CruiseDiningAvailRQ.xml</a>  | View/Download: <a href="#">OTA_CruiseDiningAvailRS.xml</a>  |
| <p>Jose Marques decided to sail on the Norwegian Cruise Line ship, the Norwegian Dawn, for a seven day sailing on October 3, 2007.</p> <p>There will be two cruise travelers.</p> <p>Fare code BESTFARE was chosen.</p> <p>Jose is requesting a list of available dining rooms which offer French cuisine in a fine dining environment.</p> | <p><i>The response returns a list of two dining rooms.</i></p> <p>In this example the response contains smoking preferences and different dining times.</p> |

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## 6.10 OTA\_CruiseFareAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Fare Availability message pair provides a listing of available fares for a selected voyage. For some cruise lines, the voyage must be identified via the VoyageId; for others, the departure date and duration identify the sailing.

The guest count structure is used to communicate the number of guests that will be sailing. Although guest transportation information is optional, a prudent practice is to enter the mode of transportation and gateway city, because some fares have restrictions based on transportation.

The response message returns a list of available fares for which the traveler qualifies based upon the criteria provided.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests fare quotes for a cruise with the vessel name, date range and number in party specified*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruiseFareAvailRQ.xml</a>  | View/Download: <a href="#">OTA_CruiseFareAvailRS.xml</a>   |
| <p>Jose Marques decided to sail on the Royal Caribbean Cruise ship NAVIGATOR OF THE SEAS for a seven day sailing on Oct 1, 2006.</p> <p>Two people will be sailing, the mode of transportation will be cruise only, and the passengers will be coming from Atlanta.</p> | <p><i>The response message returns a list of fares which match the specified criteria.</i></p> <p>Some cruise lines return only a listing of available fares.</p> <p>Others return a listing of available fares along with fares that are not available.</p> |

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## 6.11 OTA\_CruiseFastSellRQ

### Message Pair Overview

The OpenTravel Cruise Fast Sell Request message requires the user to provide all mandatory sailing information. Optionally, category, price program, package code and cabin information may be provided.

The Fast Sell message is a multipurpose request to access one of the following cruise provider functions:

1. Cabin hold (maximum of 4 cabins) when a cabin number is provided,
2. Cabin availability when a cabin number is not provided and a category is provided,
3. Category availability when neither cabin, nor category is specified in the request,
4. Fare availability when the fare code provided in the request is either incorrect for the sailing or not available,
5. Package availability when the package is specified, but not available for the sailing.

The response is conditional upon inventory availability for the requested function:

- If the cabin is available, the response will be the cabin hold message ([OTA\\_CruiseCabinHoldRS](#)).
- If cabin is unavailable for hold, the response will be cabin availability ([OTA\\_CruiseCabinAvailRS](#)).
- If category is unavailable, the response will be category availability ([OTA\\_CruiseCategoryAvailRS](#)).
- If the fare is not available the response will be fare availability ([OTA\\_CruiseFareAvailRS](#)).
- If the sailing or package is not available, the response will be sailing ([OTA\\_CruiseSailAvailRS](#)) or package availability ([OTA\\_CruisePkgAvailRS](#)).

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A travel agent does a fast sell request for a cabin hold (requested inventory is available and a cabin hold response is sent)*

| Request Message   | Response Message  |
|---|---|
| View/Download: <a href="#">OTA_CruiseFastSellRQ.xml</a> | View/Download: <a href="#">OTA_CruiseCabinHoldRS2.xml</a> |



|   |   |
|---|---|
| <p>A travel agent requests that a cabin be held in the cruise line system for two adults (aged 32 and 35) sailing on the Voyager for August 13th, 2007, with a priced category code of 'P' and a fare code of BRKA01.</p> <p>The request is specifically asking for cabin number 3240 and includes package VY10CRW.</p> | <p><i>The requested inventory is available, and the cruise line system sends the cabin hold response.</i></p> |
|---|---|

*A travel agent does a fast sell request for a cabin hold (requested inventory is NOT available and a cabin availability response is sent)*

|   |   |
|---|---|
| <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_CruiseFastSellRQ.xml</a></p>  | <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_CruiseCabinAvailRS2.xml</a></p>   |
| <p>A travel agent requests that a cabin be held in the cruise line system for two adults (aged 32 and 35) sailing on the Voyager for August 13th, 2007, with a priced category code of 'P' and a fare code of BRKA01.</p> <p>The request is specifically asking for cabin number 3240 and includes package VY10CRW.</p> | <p><i>The cabin requested is not available, and the cruise line system sends the cabin availability response listing the cabins that are available.</i></p> |

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## 6.12 OTA\_CruiseInfoRQ/RS

### Message Pair Overview

The OpenTravel Cruise Information message pair provides miscellaneous information on cruise ship statistics, embark/debark times, cruise policies, cruise line contacts, etc.

In the request message, the user can specify the type of information being requested by either a code or name.

Sailing information may be provided if the user wishes to see sailing-specific (e.g., cabin or category) details. By providing the reservation ID, consumer advice for that reservation may be returned.

The response message returns miscellaneous structured cruise information (e.g., cruise ship characteristics, embark/debark times, cruise policies and cruise line contacts).

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A travel agent requests the cancellation policy from a cruise line*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruiseInfoRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseCruiseRS.xml</a>  |
| A travel agent requests the cancellation policy from the cruise line.<br><br>The request contains the following information:<br>Information type: Cancellation Policy | <i>The response consists of a paragraph in text format containing the cancellation policy.</i> |

*A travel agent requests the statistics for a specified vessel name*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CruiseInfoRQ2.xml</a>                     | View/Download: <a href="#">OTA_CruiseCruiseRS2.xml</a>                        |
| A travel agent wants to see the statistics for ship Freedom of the Seas. | <i>The response contains statistical information for Freedom of the Seas.</i> |

|  |  |
|--|--|
| The request contains the following information:<br>Ship name: Freedom of the Seas<br>Information type: ship statistics |  |
|--|--|

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## 6.13 OTA\_CruiseItineraryDescRQ/RS

### Message Pair Overview

The OpenTravel Cruise Itinerary Description message pair allows customers to request the detailed itinerary of a specific sailing.

The Cruise Itinerary Description request message can accept a reservation ID/ booking number or a ship and sail date to retrieve the itinerary.

The response message contains the detailed itinerary in the following formats:

- Every location the ship visits in its entire voyage is listed as a port on the itinerary.
- The departure date and time are listed for each port except the disembarkation port.
- The arrival date and time are listed for each port except the embarkation port.
- The port element can also specify “At Sea”, indicating a sailing period.
- Each port listed contains an indicator to specify whether the ship docks at that specific location. This feature can be used to include scenic locations such as “The Great Barrier Reef” on the itinerary, even though the ship does not dock at the location.
- Each port listed also contains an indicator to specify whether or not shore excursions exist at that location.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A passenger requests a cruise itinerary description for a specified ship code and start date*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruiseItineraryDescRQ.xml</a>  | View/Download: <a href="#">OTA_CruiseItineraryDescRS.xml</a>   |
| Jose Marques submits a request message to receive the itinerary of the Norwegian Cruise Line ship PRIDE OF HAWAII, for the voyage sailing on February 17, 2007. | <i>The response message contains the details of the sailing such as the ship code and name, sailing departure date, sailing duration, cruise voyage number, vendor name, vendor code and the status of</i> |

|   |  |
|---|--|
| The ship code "HA" and the start date are provided. | <i>the sailing.</i><br>This is followed by the cruise itinerary information listed in chronological order. |
|---|--|

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## 6.14 OTA\_CruisePaymentRQ/RS

### Message Pair Overview

The OpenTravel Cruise Booking Payment message pair provides the user with the ability to submit payments for an existing reservation without first retrieving the reservation. The user can specify the reservation ID for which the payment is being submitted along with the details of the form of payment (e.g. credit card, voucher, etc.) and the amount. Optionally, information about the agent making the payment on behalf of the customer may be provided.

The response message returns the status of each payment that was submitted.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A travel agent submits a payment request for a cruise reservation*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruisePaymentRQ.xml</a>  | View/Download: <a href="#">OTA_CruisePaymentRS.xml</a>   |
| <p>A travel agent submits a payment request for a cruise reservation.</p> <p>The request contains the following information:</p> <ul style="list-style-type: none"><li>• Reservation ID: 5536087</li><li>• Payment type: credit card</li><li>• Credit card type: Visa</li><li>• Credit card holder's name: Betty White</li><li>• Credit card number: 4100000000000003</li><li>• Amount: \$500.00 USD</li><li>• Address: 1041 Mountain Trail Drive<br/>Albuquerque, NM 87113 USA</li></ul> | <p><i>The response indicates that the payment has been accepted and provides a payment reference number: GZ4567SR.</i></p> |

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## 6.15 OTA\_CruisePkgAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Package Availability message pair is used to request information about the pre-cruise, post-cruise, or the inclusive-cruise packages associated with a sailing. A cruise package is normally a stay in a hotel for one or more days at the beginning or end of a cruise. The hotel is generally located near the port of embarkation or debarkation.

The response message contains a list of requested packages along with the associated pricing for these packages.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests cruise package availability, specifying a voyage number and number in party*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_CruisePkgAvailRQ.xml</a>  | View/Download: <a href="#">OTA_CruisePkgAvailRS.xml</a>                        |
| Jose Marques and his wife are interested in spending two days in Miami sightseeing before their seven day cruise on the Norwegian Dawn, which sails Oct. 3, 2007.<br><br>This sailing, voyage number 126488, sails from and returns to the port city of Miami. | <i>The response message contains a list of hotels with associated pricing.</i> |

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## 6.16 OTA\_CruisePriceBookingRQ/RS

### Message Pair Overview

The OpenTravel Cruise Price Booking message pair provides pricing for all components of a booking. For the cruise pricing to be correct, all of the components to be purchased must be included in the Cruise Price Booking request. This includes the sailing by using either the Voyageld or the ship and sail date depending on the cruise line, the priced and berthed category, the fare code, the group code (when applicable), the air gateway, the pre and/or post land packages, the shore excursions, and anything else the cruise line sells at the time of making a reservation.

The response message returns the pricing breakdown by component for both the booking and the individual travelers.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A customer requests a price for cruise and air components*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_CruisePriceBookingRQ.xml</a>   | View/Download: <a href="#">OTA_CruisePriceBookingRS.xml</a>  |
| <p>Jose Marques has decided on a seven day sailing on the Norwegian Dawn on Oct. 3, 2006, voyage Id 570329.</p> <p>Jose and his wife Tamara will be berthed in cabin 8003.</p> <p>This cabin is in berthed and priced category AB. (The priced and berthed categories are the same, since there was no upgrade.)</p> <p>The reservation will be priced at fare code PG6.</p> <p>Jose will be purchasing a flight from Atlanta.</p> <p>Tamara is also coming from Atlanta, but she is providing her own transportation.</p> <p>Only Jose will be charged for the air fare.</p> | <p><i>The response message returns the detailed pricing breakdown for the booking and for the individual travelers.</i></p> <p>Notice that traveler number 1, Jose, has an additional charge for Air Add On in the amount of \$446.00.</p> |



|                                      |  |
|--------------------------------------|--|
| Freestyle dining is being requested. |  |
|--------------------------------------|--|

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## 6.17 OTA\_CruisePNR\_UpdateNotifRQ/RS

### Message Pair Overview

The OpenTravel Cruise PNR Update Notification message pair provide unsolicited messages originating from a cruise line company to the GDS or travel partner. When a cruise booking is made, some travel partners may cache a copy of the booking information in their local application systems, however, there may be occasions where a cruise line makes changes to the booking in their system, which would cause the records to become non synchronized.

This could be for a number of reasons, including: Change in departure time, direct communication from the customer to the cruise line that bypasses the travel partner, change from waitlisted status, cancellation for non-payment, reinstatement of a booking, etc.

This message pair provides a defined structure to push these unsolicited update messages to the travel partner, and enable passenger record synchronization between the cruise line company and the travel partner:

- Precondition: A cruise booking by the travel partner exists, and the cruise line company has made changes.
- Post-condition: The travel partner receives the change message.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- [OTA\\_CruiseCommonTypes](#)

### Message Pair Use Cases

*A cruise line sends a message to a travel agency notifying them of a change to a reservation the travel agency originally booked*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_CruisePNR_UpdateNotifRQ.xml</a>   | View/Download: <a href="#">OTA_CruisePNR_UpdateNotifRS.xml</a>   |
| <p>Jose Marques has an existing booking created for his cruise on the Pride of Hawaii on February 17, 2007 at Norwegian Cruise Line through his travel agent.</p> <p>He has decided to change his pre-cruise hotel package from 2 nights stay to 3 nights, and has telephoned NCL directly to make the change.</p> <p>NCL now sends out a message to the travel agency</p> | <p><i>As an acknowledgment of receipt, in this case the travel partner responds with the cruise line reservation ID and the travel partner PNR record locator.</i></p> |

notifying them of the change to the reservation.

NCL's business process is to send out the full booking information (minus any payment amount information) for complete overlay.

In the PNR update notification request, NCL provides the following elements:

- POS, and agency information
- Selected sailing information: cruise line and ship codes, voyage number, departure date, duration
- Selected currency
- Selected category and cabin information
- Cruise package option information
- Sailing profile information
- Reservation number, PNR record locator, synchronization date/time
- Guest level information:
- Guest personal info: Guest reference number, name, past passenger number, etc.
- Selected fare, group code, guest transportation, dining, insurance, options and amenities, selected packages, special services, air accommodation requests, cruise document information, guest profile information, etc.
- Linked traveler information
- Payment options
- Advisories or marketing messages

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## 6.18 OTA\_CruiseSailAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Sailing Availability message pair provides a listing of available voyages for: a date range, a specific geographic region and/or a specific ship code. Cruise vendors typically don't restrict the returned list of voyages to an exact request date, but will return sailings that fall within a time window around the requested date. There are two common methods in the cruise industry of identifying a sailing. Some cruise lines return the VoyageID, and other cruise lines only return the Departure Date and Duration to identify the sailing.

The Cruise Sailing Availability request message requests sailing availability for a geographical region and a specified date—for a specified number of passengers. Optional request information can include cruise lines and ship codes. The request can be narrowed to request availability for a specific cruise line or specific ship.

The Cruise Sailing Availability response message contains sailing availability for 1 or multiple cruise lines for a given region or ship—on a date and duration range. For each sailing the following types of information may be returned:

- Cruise line code, ship code, region code and status code
- Departure date, duration and port code
- Arrival date, duration and port code
- Voyage number and number of ports visited
- Maximum cabin occupancy and category location
- First and second dining services status
- Sailing indicators and free flow text
- Available modes of transportation
- Available currencies
- Cruise package information
- Registration information

This message contains similar information to a standard airline CRS or GDS sailing availability response message.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

## Message Pair Use Cases

*A customer requests a list of available voyages for a specified date range (availability returned)*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_CruiseSailAvailRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseSailAvailRS.xml</a>   |
| <p>Jose Marques is planning on going on a seven day cruise with another adult to the Western Caribbean, leaving on September 15, 2006.</p> <p>Jose is interested in voyages offered by Columbus Cruises, and he is using an internet search engine that books through Ellipsis to plan his travel.</p> | <p><i>Columbus Cruises returns a list of 3 seven-day sailings offered around the requested date:</i></p> <ul style="list-style-type: none"> <li>• The cruise ship Nina, sailing on 09/24/06, departing from Fort Lauderdale, FL, has 6 ports of call, and offers Air and Cruise Only modes of transportation for the sailing. It also has First, Second, and Open dining sittings available on the voyage.</li> <li>• The cruise ship Pinta, sailing on 10/01/06, departing from Miami, FL, has inside cabins available and offers Air and Cruise Only modes of transportation for the sailing. This sailing visits 5 ports of call, and has First sitting dining available.</li> <li>• The ship named Santa Maria, sailing on 10/09/06, departing from Fort Lauderdale, FL, has 6 ports of call, and offers Air and Cruise Only modes of transportation for the sailing. First sitting dining is closed on this voyage, but Second and Open dining sittings are available.</li> </ul> |

*A customer requests a list of available voyages for a specified date range (NO availability returned)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_CruiseSailAvailRQ2.xml</a>   | View/Download: <a href="#">OTA_CruiseSailAvailRS2.xml</a>   |
| <p>This use case demonstrates an application error condition. Application errors are handled using the Warning structure.</p> <p>Jose Marques is planning on going on a cruise to Hawaii with one other adult, around June 1, 2008, and is using the GDS named Travel MyWay to book his travel.</p> <p>He is interested in any sailings offered by Columbus Cruises with a duration between 7 and 14 days long.</p> | <p><i>At this time, Columbus Cruises has no available sailings around the desired date range.</i></p> <p>The response message contains a warning indicating no sailings were found.</p> |

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## 6.19 OTA\_CruiseShorexAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Shorex Availability message pair is used to request information about shore excursions associated with a sailing. A shore excursion is normally a sight seeing tour, a shopping expedition or activity such as snorkeling or horseback riding to be taken while the ship is visiting one of the ports of call on a cruise.

The Shorex Availability request message requests shore excursions for a given sailing and currency.

The Shorex Availability response message contains shore excursion packages that are available for the given sailing/ports along with the associated pricing.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A customer requests a list of available shore excursions*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_CruiseShorexAvailRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseShorexAvailRS.xml</a>   |
| Jose Marques and his wife are sailing on the seven day cruise from Miami, Florida on the Norwegian Dawn on Oct. 3, 2007 with voyage number 126488. As part of the cruise itinerary, this ship visits the Grand Cayman Islands. While the ship is docked in the port city of Georgetown, Jose is interested in snorkeling, and his wife would like to see what other activities are available, so they are requesting a list of available shore excursions. | <i>The system responds with the following shore excursions and associated pricing.</i><br><a href="#">See sample report.</a> |

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## 6.20 OTA\_CruiseSpecialServiceAvailRQ/RS

### Message Pair Overview

The OpenTravel Cruise Special Service Availability message pair allows a cruise vendor to offer special services to their guests, in addition to offering the cruise sailing itself (often at no charge to the customer.)

These can be categorized as:

- Occasion (birthday, anniversary, back-to-back cruise, etc.)
- Special Service (wheelchair, special dietary needs, etc.)
- Language (language translation needs)

Additional categories can be defined by the cruise vendors and special services are offered/selected at either a passenger or cabin level.

The Cruise Special Service Availability Request message queries all the special services available for a given sailing/reservation ID—or details for a specific special service.

The Cruise Special Service Availability Response message returns information about which special service packages are available for the given sailing.

### OpenTravel Data Dictionary

- [Cruise Messages](#)

### OpenTravel Message Includes

- OTA\_CruiseCommonTypes

### Message Pair Use Cases

*A customer requests a list of special services available on a cruise*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CruiseSpecialServicesRQ.xml</a>   | View/Download: <a href="#">OTA_CruiseSpecialServicesRS.xml</a>  |
| <p>To celebrate Jose and Tamara's anniversary, the Marques family has booked a cruise with Norwegian Cruise Line on the Pride of Hawaii, which sails on Feb. 17, 2007.</p> <p>Jose would like to commemorate his special occasion, and in addition, he'd like to find out if the cruise line offers salt-free meals, so he is submitting a request</p> | <p><i>The response message contains a list of the special services offered by the cruise line.</i></p> <p><a href="#">See sample.</a></p> |

|  |  |
|--|--|
| message to find out which special services are offered by NCL for this voyage. |  |
|--|--|

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# Section 7— DESTINATION ACTIVITY MESSAGES

## Messages Overview

Travelers often want localized experiences during their vacation or journey and these may include taking guided tours, attending performances or shows, and buying tickets to local attractions. All these products, while varying greatly in makeup, are collectively termed here as “Destination Activities.”

The purpose of these messages is to enable the electronic distribution and sale of this type of product by requesting the reservation functionality of a target system and making a reservation.

*Future versions of this message may support availability requests, modification, and the transfer of descriptive information, rates and inventory.*

## Messages List

7.0 OTA\_DestinationActivity.xsd

7.1 [OTA\\_DestActivityCapabilitiesRQ/RS](#)

7.2 [OTA\\_DestActivityResRQ/RS](#)

## Use Case Quick Links

1. [A trading partner system queries the destination activity capabilities of another trading partner system](#)
2. [Make a destination activity reservation](#)

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## 7.1 OTA\_DestActivityCapabilitiesRQ/RS

### Message Pair Overview

The OpenTravel Destination Activity Capabilities message pair enable a “seller” system to discover the capabilities of a “target” system. Once the capabilities of a target system have been discovered, the seller system may either alter its behavior in regards to selling that target product or choose not to offer that product range.

The Destination Activity Capabilities Request message sends a request for the functional capabilities of the target system so following messages—such as the Destination Activity Reservation message ([OTA\\_DestActivityResRQ/RS](#))—may be altered depending upon the target system's level of functionality.

The Destination Activity Capabilities Response message returns a set of data representing the available functionality in the system, including:

- A *MultipleItemsInd* attribute that indicates if the target system supports receiving multiple items in one reservation call, like a shopping cart. Some target reservation systems do not support receiving multiple items in one reservation call, and in this case, if the seller system sells multiple products in its shopping cart from the one target system, one reservation call per item must be sent.
- A *CustSubAllocationInd* attribute that indicates if the target system supports having a subset of the traveler group utilized per item. For example, a family of four (husband, wife, two children) are making a reservation and details for all four family members are sent. There are three items in the cart – a family ticket to an amusement park (which all four members are using), a hop-on/hop-off bus tour (again with all four family members), and a museum ticket for only the husband and wife (and priced and sold as two adults only).

If the *CustSubAllocationInd* is true, the target system supports this arrangement and all traveler details are sent with a list of which travelers are utilizing a service specified per item.

If the *CustSubAllocationInd* is false, the target system does not support this behavior and the seller system must either send two separate reservations or prohibit this functionality during a customer interaction.

- A *FullCustDetailsInd* that indicates if all customer details are required (for example, if four travelers are specified then all four names must be supplied) or if only one contact name and associated information id required. If *FullCustDetails* is true, the seller system must supply all traveler details for any reservation and the seller system has several options, including:
  - Collecting all traveler details only when necessary when selling product for this type of target system,
  - Collecting all traveler details all the time, or
  - Electing not to sell product from this target system.

### OpenTravel Data Dictionary

- [Destination Activities](#)

## OpenTravel Message Includes

- OTA\_DestinationActivity.xsd

## Message Pair Use Cases

*A trading partner system queries the destination activity capabilities of another trading partner system*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_DestActivityCapabilitiesRQ.xml</a>   | View/Download: <a href="#">OTA_DestActivityCapabilitiesRS.xml</a>   |
| A consumer facing system is connecting to a vendor reservation system for the first time. It needs to discover the vendor's capabilities so it can format requests appropriately. | <i>The vendor system responds that it can handle multiple items, but cannot manage passenger sub-allocation.</i><br>It also requires all traveler details to be sent. |

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## 7.2 OTA\_DestActivityResRQ/RS

### Message Pair Overview

The OpenTravel Destination Activity Reservation message pair allows a reservation to be requested/made for a destination activity. There is no requirement to determine availability prior to sending a reservation request as travel agencies, or individual guests, may send a request to book a reservation from an internet site if all the information required for booking is known.

The Destination Activity Reservation Request message sends a request for a reservation to another system, and the Destination Activity Reservation Response message returns the requested reservation if the request can be processed—or includes warnings from business processing rules or errors if the request did not succeed.

### OpenTravel Data Dictionary

- [Destination Activities](#)

### OpenTravel Message Includes

- OTA\_DestinationActivity.xsd

### Message Pair Use Cases

*Make a destination activity reservation*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_DestActivityResRQ.xml</a>   | View/Download: <a href="#">OTA_DestActivityResRS.xml</a>   |
| Fred Jones and his wife Sarah want to book a river cruise during the day, and a 7 pm dinner show in the evening for their night in Paris on May 1st. They are staying at the Paris Marriott. The reservation system originally replied with the capabilities (FullTravelerDetails=true, MultipleItems=true, PaxSubAllocation=false). | <i>A response is returned to Fred confirming his reservation and giving him a reservation id.</i><br>The response also contains information concerning where they will be picked up, and what time, for the dinner show. |

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# Section 8— DYNAMIC PACKAGE MESSAGES

## Messages Overview

The OpenTravel Dynamic Package messages use existing OpenTravel Air and Hotel message functionality in combined messages that provide one central location for air and hotel searches to be run simultaneously. Rather than sending a message for each component, a Dynamic Package message allows one request to handle multiple component requests.

The Dynamic Package messages are functionally different from the existing OpenTravel Package messages in that rather than operating on static packages with predetermined components, the Dynamic Package messages allow the creation of travel packages with independent air, hotel and rental car selections. In addition, the OpenTravel Dynamic Package messages support “package options” that may be added to a dynamic package as either stand-alone products or included items for existing components. Examples of package options include show tickets, amusement park tickets, airport transfers, meal plan vouchers, club passes and travel insurance.

In addition to dynamic package availability and booking, the Dynamic Package messages also provide the following business functionality:

- Retrieving booked dynamic packages
- Modifying entire or components of booked dynamic packages
- Canceling entire or components of booked dynamic packages
- Trading partner notification of changes to dynamic package components

## Messages List

8.0 [OTA\\_DynamicPkgCommonTypes.xsd](#)

8.1 [OTA\\_DynamicPkgAvailRQ/RS](#)

8.2 [OTA\\_DynamicPkgBookRQ/RS](#)

8.3 [OTA\\_ReadRQ/OTA\\_DynamicPkgBookRS](#)

8.4 [OTA\\_DynamicPkgModifyRQ/OTA\\_DynamicPkgBookRS](#)

8.5 [OTA\\_CancelRQ/OTA\\_DynamicPkgBookRS](#)

8.6 [OTA\\_DynamicPkgModifyNotifRQ/RS](#)

## Use Case Quick Links

1. [A customer requests air, car and hotel availability \(no pricing\)](#)
2. [A customer requests air, car and hotel availability with pricing \(sample 1\)](#)

3. [A customer requests air, car and hotel availability with pricing \(sample 2\)](#)
4. [A customer requests pricing details for a prior package request that did not include pricing](#)
5. [A customer requests package availability and pricing with a pre-selected air and hotel](#)
6. [A customer makes an air, car and hotel booking](#)
7. [A customer retrieves a booked package with a reference number](#)
8. [A customer retrieves a booked package by last name and travel date \(one reservation returned\)](#)
9. [A customer retrieves a booked package by last name and travel date \(multiple reservations returned\)](#)
10. [A customer changes a booked package component](#)
11. [A customer cancels a booked package](#)
12. [A trading partner sends a notification about a flight schedule change and rental car types available](#)

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## 8.1 OTA\_DynamicPkgAvailRQ/RS

### Message Pair Overview

The OpenTravel Dynamic Package Availability message pair is used to obtain availability for various components of a dynamic package reservation. It can be used for the following functions:

- Component (Air, Hotel, Car, PackageOption) Availability
- Component (Air, Hotel, Car, PackageOption) Availability with pricing
- Pricing for selected unpriced flight pairs. (This is useful for determining round trip pricing for unpriced outbound/return flights)

The Dynamic Package Availability Request message requests availability based on the following information:

- Origin / Destination cities
- Specified dates
- Number and types of passengers

The Dynamic Package Availability Response message contains availability for each requested component.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- OTA\_DynamicPkgCommonTypes.xsd

### Message Pair Use Cases

*A customer requests air, car and hotel availability (no pricing)*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_DynamicPkgAvailRQ.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgAvailRS.xml</a>  |
| Bob wants to take his son and daughter to Orlando for a vacation. They plan on leaving from Phoenix on September 29th and returning on October 3rd. Once there, he wants his family to stay in the same hotel room. They plan on renting a car and visiting a few amusement parks. Currently, he only wants to check component availability so that he can plan his itinerary accordingly. | <i>Bob gets availability for possible outbound and return flights, available room information for two hotels, available rental cars, and several possibilities for amusement park adventures.</i> |

*A customer requests air, car and hotel availability with pricing (sample 1)*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_DynamicPkgAvailRQ2.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgAvailRS2.xml</a>  |
| Bob wants to take his son and daughter to Orlando for a vacation. They plan on leaving from Phoenix on September 29th and returning on October 3rd. He wants to fly economy. Once there, he wants his family to stay in the same hotel room. They plan on renting a car, and visiting a few amusement parks while they are there. He wants to obtain pricing at the same time as checking availability. (Notice that this example has two offered responses, with the second having optional inclusive components.) | <i>Bob receives information on two priced flight options and two hotels. Bob receives information on two priced flight options, two hotels, a rental car, and several possibilities for amusement park adventures.</i> |

*A customer requests air, car and hotel availability with pricing (sample 2)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_DynamicPkgAvailRQ2.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgAvailRS5.xml</a>   |
| Bob wants to take his son and daughter to Orlando for a vacation. They plan on leaving from Phoenix on September 29th and returning on October 3rd. He wants to fly economy. Once there, he wants his family to stay in the same hotel room. They plan on renting a car, and visiting a few amusement parks while they are there. He wants to obtain pricing at the same time as checking availability. (Notice that this example has two offered responses, with the second having optional inclusive components.) | <i>Bob receives information on two price flight options, two hotels, a rental car, and several possibilities for amusement park adventures. The first hotel includes two Disney tickets in its rate. The second hotel requires at least two adult Sea World tickets be purchased with the room. Both hotels suggest purchase of a transfer from the airport to the hotel.</i> |

*A customer requests pricing details for a prior package request that did not include pricing*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_DynamicPkgAvailRQ3.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgAvailRS3.xml</a>                    |
| Bob selects two unpriced flights from a query he did that did not include pricing. He wants to determine the price if the flights were combined into a round trip flight. | <i>Bob receives the selected flights as a priced round trip flight pair.</i> |

*A customer requests package availability and pricing with a pre-selected air and hotel*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_DynamicPkgAvailRQ4.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgAvailRS4.xml</a>                                       |
| Bob has already chosen air and hotel from a previous dynamic package availability message. He decides | <i>Bob receives the package price for his combination of hotel, air and new car selections.</i> |



|  |  |
|--|--|
| that he now wants to add a rental car to his dynamic package, so he needs to attach his air and hotel selection to another dynamic package availability message. |  |
|--|--|

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## 8.2 OTA\_DynamicPkgBookRQ/RS

### Message Pair Overview

The OpenTravel Dynamic Package Booking message pair is used to book a specific dynamic package for one or more identified travelers. The message may contain pricing information in order that prices obtained from previous requests can be verified during the booking process. Typically, the result of a Dynamic Package Booking message would be a confirmed reservation.

This message pair may also be used for confirming package prices before making a complete booking request, reducing the number of pricing errors returned during a purchase process.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- [OTA\\_DynamicPkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer makes an air, car and hotel booking*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_DynamicPkgBookRQ.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgBookRS.xml</a>                                 |
| Bob is taking his two children to Orlando for a vacation. He has selected a room in Disney's All-Star Sports Resort, and has rented a car for the entire duration of the trip. In addition, he is looking to purchase a three-day pass to Disney World and a day trip to Sea World. He is requesting all economy class seats for his outbound and return flights. | <i>Bob receives confirmation that the components of his package have been reserved.</i> |

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## 8.3 OTA\_ReadRQ/OTA\_DynamicPkgBookRS

### Message Pair Overview

The OpenTravel Read (reservation) and Dynamic Package Book Response message pair is used to retrieve a previously booked package reservation for review.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- [OTA\\_DynamicPkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer retrieves a booked package by booking reference number*

| <b>Request Message</b>   | <b>Response Message</b>                                 |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ11.xml</a>  | View/Download: <a href="#">OTA_DynamicPkgBookRS.xml</a> |
| Bob wants to check the specifics of the package that he booked last week. He sends a read request with the booking reference number. | Bob receives the specifics of his booked reservation.   |

*A customer retrieves a booked package by last name and travel date (one reservation returned)*

| <b>Request Message</b>   | <b>Response Message</b>                                  |
|--|--|
| View/Download: <a href="#">OTA_ReadRQ20.xml</a>  | View/Download: <a href="#">OTA_DynamicPkgBookRS2.xml</a> |
| Bob wants to check the specifics of the package that he booked last week. He sends a read request with his last name and the first date of travel. | Bob receives the specifics of his booked reservation.    |

*A customer retrieves a booked package by last name and travel date (multiple reservations returned)*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ20.xml</a>  | View/Download: <a href="#">OTA_ResRetrieveRS6.xml</a>   |
| Bob wants to check the specifics of the package that he booked last week. He sends a read request with | The system has found four reservations that match Bob's last name and travel start date. The package ID |

|   |   |
|---|---|
| his last name and the first date of travel. | <i>for each matching reservation is returned in an OTA_ResRetrieveRS message. (At this point, Bob can send a subsequent OTA_ReadRQ to retrieve specific details of any of the matching reservations.)</i> |
|---|---|

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## 8.4 OTA\_DynamicPkgModifyRQ/OTA\_DynamicPkgBookRS

### Message Pair Overview

The OpenTravel Dynamic Package (reservation) Modify message pair is used to modify an existing dynamic package reservation, which may include changes to guest information, travel or accommodation arrangements.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- OTA\_DynamicPkgCommonTypes.xsd

### Message Pair Use Cases

*A customer changes a booked package component*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_DynamicPkgModifyRQ.xml</a>  | View/Download: <a href="#">OTA_DynamicPkgBookRS20.xml</a>   |
| Bob wants to change the hotel room on his existing reservation. He no longer wants to stay at Disney's All-Star Sports Resort, but instead has chosen a room at Disney's Pop Century Resort. He finds a comparable room, and decides to modify his reservation. He also wants to upgrade his rental car to an SUV. At this time, he plans no other changes to his reservation. | <i>Bob receives the specifics of his modified reservation. His reservation has been modified with his new hotel and car selections.</i> |

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## 8.5 OTA\_CancelRQ/OTA\_DynamicPkgBookRS

### Message Pair Overview

The OpenTravel Cancel (reservation) Request and Dynamic Package Booking Response message pair is used to cancel a dynamic package in its entirety. Once this message is successfully run, the entire package is canceled in the supplier's system.

Please note that either the Dynamic Package Booking Response ([OTA\\_DynamicPkgBookRS](#)) or the OpenTravel Cancel (reservation) Response ([OTA\\_CancelRS](#)) messages may be used to confirm the cancellation of the package.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- [OTA\\_DynamicPkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer cancels a booked package*

| <b>Request Message</b>                           | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_CancelRQ3.xml</a> | View/Download: <a href="#">OTA_DynamicPkgBookRS30.xml</a>   |
| Bob decides to cancel his vacation to Orlando.   | <i>Bob receives the specifics of his cancelled reservation.</i><br>His reservation has been completely cancelled. |

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## 8.6 OTA\_DynamicPkgModifyNotifRQ/RS

### Message Pair Overview

The OpenTravel Dynamic Package Modify Notification message pair is used to notify a trading partner of modification(s) to a dynamic package and is commonly used to synchronize data between a supplier and its partner's system. This message pair is initiated by a supplier system to update partner systems with any changes that have taken place in the partner's packages, including flight changes, car rental notices (such as inventory limitations) and hotel room modifications.

The Dynamic Package Modify Notification Request is a [“push” message](#) that provides the capability for a supplier trading partner to send notifications of any changes made to another system (e.g., if a flight is cancelled or moved to a later time the endpoint system needs to be alerted to the change).

The Dynamic Package Modify Notification Response message is a simple message acknowledgment that may include a booking reference number.

### OpenTravel Data Dictionary

- [Dynamic Packages](#)

### OpenTravel Message Includes

- [OTA\\_DynamicPkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A trading partner sends a notification about a flight schedule change and rental car types available*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_DynamicPkgModifyNotifRQ.xml</a>   | View/Download: <a href="#">OTA_DynamicPkgModifyNotifRS.xml</a>   |
| US Airways has changed a scheduled flight time to leave 25 minutes later than it was original stated. In addition to this, the rental car company has specified that they only carry four door cars. These changes must be relayed to the partner's system so that both systems show the same information. | <p><i>US Airways' system receives an acknowledgment that the request message was received.</i></p> <p>This acknowledgment response contains the booking reference number for the reservation that was changed.</p> |

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## Section 9— GOLF MESSAGES

### Messages Overview

The OpenTravel Golf messages provide three separate request/response pairs of messages to support the functionality of requesting data from another system for finding a golf course, inquiring as to availability, and booking a tee time.

All message pairs assume a [pull model](#), where the originating system requests a specific set of data (as agreed by trading partners) and are "no-state", meaning that the originating system will initiate the transaction and expect a response from the queried system. All message responses include the request identification and responses may be returned in any order.

### Messages List

9.0 [OTA\\_GolfCommonTypes.xsd](#)

9.1 [OTA\\_GolfCourseAvailRQ/RS](#)

9.2 [OTA\\_GolfCourseResRQ/RS](#)

9.3 [OTA\\_GolfCourseSearchRQ/RS](#)

### Use Case Quick Links

1. [A customer requests the availability and price of 18 holes of golf](#)
2. [A customer makes a golf reservation with a reserved golf cart](#)
3. [A customer searches for a golf course with criteria specified](#)

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## 9.1 OTA\_GolfCourseAvailRQ/RS

### Message Pair Overview

The Golf Course Availability message pair provides an availability search for a golf course and golf course amenities with (optional) pricing returned.

The Golf Course Availability Request message sends a request for course availability to another system. All the elements and attributes are optional, unless otherwise stated as required by a trading partner. This message is used to request availability at a known single course for one or more potential tee times. The specific information about the golfer or golfers is necessary in order to validate booking rules and set rates.

The Golf Course Availability Response message returns the requested set of data if the request has been processed, or includes warnings from business processing rules or errors if the request did not succeed.

### OpenTravel Data Dictionary

- [Golf Schema](#)

### OpenTravel Message Includes

- OTA\_GolfCommonTypes.xsd

### Message Pair Use Cases

*A customer requests the availability and cost of 18 holes of golf*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_GolfCourseAvailRQ.xml</a>   | View/Download: <a href="#">OTA_GolfCourseAvailRS.xml</a>   |
| Herman and three of his friends would like to play golf on October 31 and tee off between 1:00 and 2:30 PM. They are interested in playing at the course with the identifier of FL1234. The maximum price that they want to pay for 18 holes is \$80.00 per person. Herman sends a request message checking on the availability and cost for 18 holes of golf. | <i>Herman receives a response indicating that there is availability on October 31 between 1:00 and 2:30.</i><br>The green fee is \$70.00 per person with a cart fee of \$11.00 per person. |

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## 9.2 OTA\_GolfCourseResRQ/RS

### Message Pair Overview

The OpenTravel Golf Course Reservation message pair is used to request a reservation at a known single course for one or more potential tee times. The specific information about the golfer or golfers is required to validate booking rules and set rates. If the booking entity has the authority to take a reservation without a request (from an existing block), then the *Notification* boolean in the message will be set to "Yes".

The OpenTravel Golf Course Reservation Response message includes all rate and confirmation information. If the booking entity has the authority to make the booking and uses the request message as a notification, the response message is merely an acknowledgment of receipt of that booking.

### OpenTravel Data Dictionary

- [Golf Schema](#)

### OpenTravel Message Includes

- [OTA\\_GolfCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer makes a golf reservation with a reserved golf cart*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_GolfCourseResRQ.xml</a>   | View/Download: <a href="#">OTA_GolfCourseResRS.xml</a>   |
| Bobby Jones wishes to play a round of golf with a friend on June 10 teeing off at 11:06 AM. He also wants to reserve one golf cart. Bobby sends a reservation request to a golf course with the identifier FL1234. The reservation includes his name, address, phone number and credit card information. | <i>A response is sent to Bobby confirming his reservation and giving him a reservation id.</i><br>The response also contains information concerning cancellation penalties and the date and time by which a cancellation must be made. |

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## 9.3 OTA\_GolfCourseSearchRQ/RS

### Message Pair Overview

The OpenTravel Golf Course Search message pair allows a requester to search for golf courses based on specified criteria. Criteria is a repeating set of features that are desired in the search for a golf course. The Name and Value pair define the criteria for the search. If the requester demands that the result be filtered on a particular criterion, then the *Required* boolean is set to "Yes". If the *Required* boolean is not set to "Yes", then the response can include courses that do not meet those exact criteria. Examples would be: Name="Architect", Value="Robert Trent Jones", Required="Yes"; Name="Location", Value="Myrtle Beach", Required="Yes"; Name="Caddies", Value="Yes", Required="No"; and Name="Length", Value="6600 Yds", Required="Yes", Operation="GT".

The *Name*, *Value*, and *Required* attributes are required, but the *Operation* attribute—that represents the operation to be used as the filter when a test against a criterion value is not an equality. e.g. GT (Greater Than), LT (Less Than)—is optional.

The Golf Course Search Request message sends a request for course information to another system. All the elements and attributes are optional, unless otherwise stated as required. The requesting system may request a detailed or summary response.

The Golf Course Search Response message returns a set of data representing the course(s) that meet the requested criteria. If the criteria attribute of *Required* is "Yes", then only the courses that meet the criteria will be returned. If the *Required* attribute is "No", then a course that does not meet the specified criteria may be included in the set.

In all cases, if the criteria has been included in the request message, the comparable trait and its value will be returned in the response message—along with the basic course information and identification. The message may also include warnings from business processing rules or errors if the request did not succeed.

### OpenTravel Data Dictionary

- [Golf Schema](#)

### OpenTravel Message Includes

- [OTA\\_GolfCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer searches for a golf course with criteria specified*

| Request Message  | Response Message  |
|--|---|
| View/Download: <a href="#">OTA_GolfCourseSearchRQ.xml</a>  | View/Download: <a href="#">OTA_GolfCourseSearchRS.xml</a> |
| A golfer is interested in finding a golf course that meets | A response is received with two golf courses, one of      |

|   |  |
|---|--|
| <p>the following criteria:</p> <ul style="list-style-type: none"><li>• The architect is Robert Jones,</li><li>• It allows singles to make a reservation,</li><li>• Wheelchairs are allowed, and,</li><li>• It has a slope value of 110 degrees.</li></ul> <p>The golfer also specifies for if each criteria specified has to be met in order for the golf course to be returned in the response. A message is sent with the criteria for searching for a golf course.</p> | <p><i>which does not satisfy the architect criteria.</i></p> <p>The response returns address information for each of the courses, the phone numbers, and other information about the course.</p> |
|---|--|

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## 10.1 OTA\_HotelAvailRQ/RS

### Message Pair Overview

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

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

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

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

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

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

## OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd
- OTA\_HotelReservation.xsd

## Message Pair Use Cases

*A customer requests hotel availability with hotel and arrival/departure dates specified*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelAvailRQ.xml</a>   | View/Download: <a href="#">OTA_HotelAvailRS.xml</a>   |
| Will Reisen wants to travel to Denver for 2 weeks in January. He decides to look online for available rates at the Denver Marriott City Center since he wants to stay in the downtown area. Will makes his request providing the hotel he wants and his arrival and departure dates of January 16th and 30th. | <p>A list of available rates at the Denver Marriott City Center is returned for Will to choose from:</p> <ul style="list-style-type: none"><li>• Corporate rate at \$189</li><li>• Corporate concierge rate at \$199</li><li>• Regular rate at \$270</li><li>• Regular concierge rate at \$285</li><li>• AAA Member rate at \$189</li></ul> |

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## 10.2 OTA\_HotelAvailGetRQ/RS

### Message Pair Overview

The OpenTravel Hotel Availability Get message pair provide the ability for a booking source to obtain availability status from one or more specified hotel properties.

The Hotel Availability Get request message allows a booking source to search another system for detailed availability. The request message can be limited to an individual property or a collection of properties for a specified date range or it can further specify one or more rate plan(s), room type(s), rate plan/room type combinations, restrictions and revenue management qualifiers.

Based on the criteria specified in the request message, the response message contains the set of availability controls. The Hotel Availability Get response message is similar to the Hotel Availability Notify response in that it contains a complex set of controls that indicate whether the hotel has available inventory which may have surrounding rules for booking a reservation.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A CRS requests hotel availability with a hotel and date range specified*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ.xml</a>  | View/Download: <a href="#">OTA_HotelAvailGetRS.xml</a>   |
| The CRS sends a request to hotel ABC123 requesting availability data for the period between March 1, 2009 and May 31, 2009. | <p><i>The PMS responds with the list of availability by sellable product and their dates of availability containing full pattern length of stay restrictions.</i></p> <ul style="list-style-type: none"> <li>• For the rate plan CORP and room type STD, only 2, 3 or 4 night reservations are allowed from March 1, 2009 through May 31, 2009.</li> <li>• For the Rate Plan CORP2 and room type STD, arrivals are not accepted for reservations from March 1, 2009 through May 31, 2009.</li> </ul> |

*A CRS requests hotel availability for specified rate plans*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelAvailGetRS2.xml</a>  |
| The CRS system sends a request to a hotel ABC123 requesting availability, in the form of booking limits and length of stay controls for the rate plan codes CORP and CORP2 between the period of August 15, 2009 and October 1, 2009. | <p><i>The PMS responds with availability for the CORP and CORP2 rate plans and their restrictions over the specified date range of August 15, 2009 and October 1, 2009.</i></p> <ul style="list-style-type: none"> <li>• The Booking Limit should be set on the rate plan of CORP. From August 15, 2009 – October 1, 2009, the limit should be set to 5.</li> <li>• The Booking Limit should be set on the rate plan of CORP2. From August 15, 2009 – September 10, 2009, the limit should be set to 11 for all Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays within the date range having the minimum length of stay of 2 days.</li> <li>• The Booking Limit should be set on the rate plan of CORP2. From September 11, 2009 – October 1, 2009, the limit should be set to 5.</li> </ul> |

*A CRS requests hotel availability for specified room types*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ3.xml</a>  | View/Download: <a href="#">OTA_HotelAvailGetRS3.xml</a>  |
| The CRS system sends a request to a hotel ABC123 requesting availability for the room type codes STD and DLX between June 11, 2009 and August 3, 2009. | <p><i>The PMS responds with availability for the room types of STD and DLX and their restrictions over the specified date range of June 11, 2009 and August 3, 2009.</i></p> <ul style="list-style-type: none"> <li>• The Booking Limit should be set on the room type of STD. From June 11, 2009 – August 3, 2009, the limit should be set to 55.</li> <li>• The Booking Limit should be set on the rate plan of DLX. From June 11, 2009 – August 3, 2009, the limit should be set to 47 for all Fridays, Saturdays and Sundays within the date range having the minimum length of stay of 3 days.</li> </ul> |

*A CRS requests hotel availability for a specified rate plan/ room type combination*

| <b>Request Message</b>                                  | <b>Response Message</b>                                 |
|---|---|
| View/Download: <a href="#">OTA_HotelAvailGetRQ4.xml</a> | View/Download: <a href="#">OTA_HotelAvailGetRS4.xml</a> |

|  |  |
|--|--|
| <p>The CRS system sends a request to a hotel ABC123 requesting availability for the room type code and rate plan code combination of STD and CORP, between June 11, 2009 and August 3, 2009.</p> | <p><i>The PMS responds with availability for the combination of the room type of STD and the rate plan of CORP and their restrictions over the specified date range of June 11, 2009 and August 3, 2009.</i></p> <ul style="list-style-type: none"> <li>• The Booking Limit should be set on the combination of the room type of STD and rate plan of CORP. From June 11, 2009 – August 3, 2009, the limit should be set to 35 for all Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays within the date range having the minimum length of stay of 2 days.</li> </ul> |
|--|--|

*A CRS requests hotel availability by booking limit*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ5.xml</a>  | View/Download: <a href="#">OTA_HotelAvailGetRS5.xml</a>  |
| <p>The CRS system sends a request to a hotel ABC123 requesting availability for the rate plan code CORP where the booking limit is set, between June 21, 2009 and August 13, 2009.</p> | <p><i>The PMS responds with availability for the rate plans of CORP and its restrictions over the specified date range of June 21, 2009 and August 13, 2009.</i></p> <ul style="list-style-type: none"> <li>• The Booking Limit should be set on the rate plan of CORP. From June 21, 2009 – August 13, 2009, the limit should be set to 11 for all Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays within the date range having the minimum length of stay of 2 days and the status of open.</li> </ul> |

*A CRS requests hotel availability by best available rates*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ6.xml</a>   | View/Download: <a href="#">OTA_HotelAvailGetRS6.xml</a>  |
| <p>The CRS system sends a request to the RMS system for hotel ABC123 requesting best available rate controls, by length of stay, between June 20, 2009 and June 22, 2009.</p> <p>The request asks for both rate plans and rate amounts on the response – perhaps not very realistic but useful in illustrating the 2 options available.</p> | <p><i>The RMS responds with best available rate controls for the date range giving a best available rate per arrival day per length of stay.</i></p> |

*A CRS requests hotel availability by hurdle rates*

| <b>Request Message</b>                                  | <b>Response Message</b>                                 |
|---|---|
| View/Download: <a href="#">OTA_HotelAvailGetRQ7.xml</a> | View/Download: <a href="#">OTA_HotelAvailGetRS7.xml</a> |

|   |   |
|---|---|
| The CRS system sends a request to the RMS system for hotel ABC123 requesting hurdle rate controls, including delta values, between June 20, 2009 and June 22, 2009. | <i>The RMS responds with best available rate controls for the date range giving a best available rate per arrival day per length of stay.</i> |
|---|---|

*A group system requests hotel availability, rates and restrictions by group code*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ8.xml</a>  | View/Download: <a href="#">OTA_HotelAvailGetRS8.xml</a>  |
| The Group system sends a request to the PMS/CRS system for hotel ABC123 requesting availability, rates and restrictions for Group Code GRP09, between June 20, 2009 and June 22, 2009. | <i>The PMS/CRS responds with the availability, rate and restrictions for hotel ABC123 for the Group Code GRP09 for the date range between June 20, 2009 and June 22, 2009.</i> |

*A CRS requests hotel availability by restrictions*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailGetRQ9.xml</a>   | View/Download: <a href="#">OTA_HotelAvailGetRS9.xml</a>  |
| The CRS system sends a request to the RMS for hotel ABC123 requesting only "Open" and "Close" restrictions between June 20, 2009 and June 22, 2009. | <i>The PMS responds with the restrictions for the period of June 20, 2009 and June 22, 2009.</i> |

*A CRS requests hotel availability by length of stay*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelAvailGetRQ10.xml</a>  | View/Download: <a href="#">OTA_HotelAvailGetRS10.xml</a>  |
| The CRS system sends a request to the RMS system for hotel ABC123 requesting all Lengths of Stay between June 20, 2009 and June 22, 2009. | <i>The PMS responds with the lengths of stay for the period of June 20, 2009 and June 22, 2009 shown below.</i> |

| Start Date | End Date   | Hotel Code | RatePlan | Room Type | Restriction | Length (LOS) |
|------------|------------|------------|----------|-----------|-------------|--------------|
| 06/20/2009 | 06/20/2009 | ABC123     | All      | All       | MinLOS      | 2            |
| 06/20/2009 | 06/20/2009 | ABC123     | All      | All       | MaxLOS      | 5            |
| 06/21/2009 | 06/22/2009 | ABC123     | All      | All       | MinLOS      | 1            |
| 06/20/2009 | 06/22/2009 | ABC123     | RACK     | KS        | MinLOS      | 3            |
| 06/20/2009 | 06/22/2009 | ABC123     | RACK     | KS        | MaxLOS      | 9            |

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## 10.3 OTA\_HotelAvailNotifRQ/RS

### Message Pair Overview

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

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

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

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

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

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)



## OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

## Message Pair Use Cases

*A hotel sends a wholesaler overbooking limits*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelAvailNotifRQ.xml</a>  | View/Download: <a href="#">OTA_HotelAvailNotifRS.xml</a>  |
| <p>The Sheraton sends their wholesaler an allocation of rooms for specific days in the future for their rate plan code of WHLS1.</p> <p>The table below details the allocations sent in this example.</p> | <p><i>The CRS returns an acknowledgment that the message was received without any errors or warnings.</i></p> |

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

*A hotel sends a wholesaler overbooking limits (preferred method: LOS\_Patterns)*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailNotifRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelAvailNotifRS2.xml</a>  |
| <p>The Omni Shoreham Hotel in Washington, DC sends Expedia Full Pattern Length of Stay (FPLOS) restrictions for June 1st, 2004 for its three Expedia Rate Plans as shown in the table below, where “N” means that a stay of that length is NOT allowed, and “Y” that the stay is allowed. The restrictions apply to room type STD, the only one included in the interface.</p> <p>These FPLOS settings can be explained as:</p> <p>Expedia 1 – Only accept reservations for 2, 3 or 4 nights. An alternate control method would be to set MinLOS to 2 days and MaxLOS to 4 days on this rate plan.</p> <p>Expedia 2 – Do not accept any arrivals, as no LOS is available. An alternate control method would be to set</p> | <p><i>Expedia sends to Omni an acknowledgment for the message received with no errors or warnings.</i></p> |

|   |  |
|---|--|
| <p>Closed To Arrival on this rate plan.</p> <p>Expedia 3 – Only accept reservations for 3, 4, and 7 nights. There is no alternate control method that would give the same result.</p> <p>In this approach, sub-element LOS_Pattern is used to send a string of “Y” and “N” characters to indicate open and closed for each length of stay, from 1 night to the value in the FixedPatternLength attribute in LengthOfStays element. Any lengths of stay greater than the FixedPatternLength inherit the status of the status of the length of stay that equals FixedPatternLength.</p> |  |
|---|--|

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

*A hotel sends a wholesaler overbooking limits (alternate method: Explicit Length of Stay elements)*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelAvailNotifRQ3.xml</a>  | View/Download: <a href="#">OTA_HotelAvailNotifRS2.xml</a>  |
| <p>The Omni Shoreham Hotel in Washington, DC sends Expedia Full Pattern Length of Stay (FPLOS) restrictions for June 1st, 2004 for its three Expedia Rate Plans as shown in the table below, where “N” means that a stay of that length is NOT allowed, and “Y” that the stay is allowed. The restrictions apply to room type STD, the only one included in the interface.</p> <p>These FPLOS settings can be explained as:</p> <p>Expedia 1 – Only accept reservations for 2, 3 or 4 nights. An alternate control method would be to set MinLOS to 2 days and MaxLOS to 4 days on this rate plan.</p> <p>Expedia 2 – Do not accept any arrivals, as no LOS is available. An alternate control method would be to set Closed To Arrival on this rate plan.</p> <p>Expedia 3 – Only accept reservations for 3, 4, and 7 nights. There is no alternate control method that would give the same result.</p> | <p><i>Expedia sends to Omni an acknowledgment for the message received with no errors or warnings.</i></p> |

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

*A hotel sends a wholesaler overbooking limits (alternate method: Implicit Length of Stay elements)*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelAvailNotifRQ4.xml</a>  | View/Download: <a href="#">OTA_HotelAvailNotifRS2.xml</a>   |
| <p>The Omni Shoreham Hotel in Washington, DC sends Expedia Full Pattern Length of Stay (FPLOS) restrictions for June 1st, 2004 for its three Expedia Rate Plans as shown in the table below, where “N” means that a stay of that length is NOT allowed, and “Y” that the stay is allowed. The restrictions apply to room type STD, the only one included in the interface.</p> <p>These FPLOS settings can be explained as:</p> <p>Expedia 1 – Only accept reservations for 2, 3 or 4 nights. An alternate control method would be to set MinLOS to 2 days and MaxLOS to 4 days on this rate plan.</p> <p>Expedia 2 – Do not accept any arrivals, as no LOS is available. An alternate control method would be to set Closed To Arrival on this rate plan.</p> <p>Expedia 3 – Only accept reservations for 3, 4, and 7 nights. There is no alternate control method that would give the same result.</p> | <p>Expedia sends to Omni an acknowledgment for the message received with no errors or warnings.</p> |

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

*A travel partner sends a wholesaler hurdle rates*

| <b>Request Message</b> | <b>Response Message</b> |
|------------------------|-------------------------|
|------------------------|-------------------------|

|   |  |
|---|--|
| View/Download: <a href="#">OTA_HotelAvailNotifRQ5.xml</a>   | View/Download: <a href="#">OTA_HotelAvailNotifRS3.xml</a>  |
| <p>IDEaS sends Hurdle Rate decisions to Synxis on May 1st 2004 for Jumeirah Beach Hotel on the next 7 days. The actual values for each date are shown in the table below. All messages are sent for Rate Plan Code RACK and Inventory Code ROH. Each Hurdle Rate applies to a single date, although it is identified using the Start Date attribute of the element.</p> | <p><i>Synxis sends to IDEaS an acknowledgment for the message received with no errors or warnings.</i></p> |

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

*A RMS sends a CRS overbooking limits*

|  |   |
|--|---|
| <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_HotelAvailNotifRQ6.xml</a></p>   | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotelAvailNotifRS4.xml</a></p>               |
| <p>The RMS system has finished optimizing the Westin's overbooking limits. For any day where the overbooking limit has changed since the last time the optimization job has run, the system will generate messages to be sent to the CRS.</p> <p>These messages will include overbooking amounts at both the property and room type levels.</p> <p>The table below details the over bookings sent in this example.</p> | <p><i>The CRS returns an acknowledgment that the message was received without any errors or warnings.</i></p> |

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

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## 10.4 OTA\_HotelBookingRuleRQ/RS

### Message Pair Overview

The OpenTravel Hotel Booking Rule request message provides the capability to request the rules and usage requirements of a rate for a specific room type or booking code for a specific hotel property. This message provides customers pertinent information which is integral to the hotel booking process. The booking rule is generally requested after the availability for a property has been requested and may be done prior to the booking in order to see the usage requirements and restrictions associated with a room type or booking code. This message may also be used to request the rules for an existing reservation by including the hotel confirmation number in the request.

The Hotel Booking Rule response message will provide the detailed rule information.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A customer requests hotel booking rules*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HoteBookingRuleRQ.xml</a>   | View/Download: <a href="#">OTA_HotelBookingRuleRS.xml</a>  |
| <p>Ms. Bentley needs to book a room at the Sleep Well hotel in Orlando for a trip to Disney World with her daughter for March 20-23. She has seen a hotel on a website and wants to check on the booking rules for the hotel for booking code N1KRAC. Ms. Bentley requests this information by sending the following info:</p> <ul style="list-style-type: none"> <li>• Chain code: XX</li> <li>• Property code: 53291</li> <li>• Check in: May 20</li> <li>• Check out: May 23</li> <li>• Booking code: N1KRAC</li> <li>• Number of adults: 1</li> <li>• Number of children: 1</li> </ul> | <p><i>In response to her request the following information is returned:</i></p> <ul style="list-style-type: none"> <li>• Property code: 53291</li> <li>• Property name: Sleep Well</li> <li>• Postal zip code: 32189</li> <li>• State code: FL</li> <li>• Check in: 20 May</li> <li>• Check out: 23 May</li> <li>• Number of persons: 2</li> <li>• Booking code: N1KRAC</li> <li>• OpenTravelTM Alliance Message Users Guide Page 346</li> <li>• Rate: 99.00 USD per night starting May 20 for 2 nights</li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• 109.00 USD per night starting May 22 for 1 night</li><li>• Room rate detail: includes all known taxes/fees/surcharges</li><li>• Tax information:</li><li>• 9.5 Percent St Tx per Nt beg 20 March for 3 nights</li><li>• 5 Percent Cty Tx per stay</li><li>• 3.00 USD Cty Htl fee per stay per person</li><li>• 2 Percent Cnty Tx per stay</li><li>• 8 Percent Fed Tx per stay</li><li>• 3.00 USD Energy Chg per NT</li><li>• Total amount per stay 397.17 USD</li><li>• Description 2DBeds best available rate</li><li>• Traditional room 2 phones W Data Port, ergonomic chair large desk, coffee tea maker</li><li>• Newly renovated spacious room with all amenities</li><li>• For business or leisure traveler</li><li>• Rules</li><li>• Adv booking: 14 days</li><li>• Guarantee required: major credit cards</li><li>• CC's accepted: AX, CB, DC, DI, EC, ER, MC, VI, XS</li><li>• Cancel by: 6PM 0 days prior to avoid 1 nights penalty</li><li>• Deposit: due 7 days prior to arrival, 100% of 1 nights rate including tax</li><li>• Mail to: Sleep Well 2234 Orange Grove Lane Orlando, FL 32189</li><li>• Minimum length of stay: 1 day</li><li>• Maximum length of stay: 31 days</li><li>• Property has 198 rooms on 4 floors</li><li>• Property location – centrally located between Orlando airport and Disney World.</li></ul> |
|--|--|

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## 10.5 OTA\_HotelBookingRuleNotifRQ/RS

### Message Pair Overview

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

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

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

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

The *CancelPenalties* element defines a collection of restrictions and policies for payments made to a hotel in case of cancellation. It is also used to specify the cancellation fee or penalties imposed by the booking restrictions that would be applied when a reservation is NOT canceled, as in the case of a no-show. Cancellation penalties may be applied within a specified time frame either prior to arrival, or after the booking has been made. Likewise, the *RequiredPayments* element is used to specify a payment obligation, such as a deposit due, along with the deadline for the payment. The *RetributionType* indicates the action taken when the deadline has been exceeded, such as cancellation of a reservation when a required payment is not made.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd



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## 10.6 OTA\_HotelCommNotifRQ/RS

### Message Pair Overview

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A hotel PMS sends a hotel commissions notification*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelCommNotifRQ.xml</a>  | View/Download: <a href="#">OTA_HotelCommNotifRS.xml</a>   |
| <p>As part of the night audit process the Owotonna Stay Here Hotel sends a commission report from its Property Management System (PMS) to its Travel Agency Commission System (TACS). It is from the TACS system that travel agency commissions for all of the Stay Here Hotels are processed.</p> <p>On the night of Wednesday, October 12th, 2005, the Owotonna Stay Here Hotel sent the data shown below from PMS to TACS via the OTA_HotelCommNotifRQ message.</p> | <p><i>The TACS system responded back via the OTA_HotelCommNotifRS message that the request message was successfully received.</i></p> |

| Record Number | Confirmation Number | IATA Number | Guest Surname | Commission Amount | Commission Status |
|---------------|---------------------|-------------|---------------|-------------------|-------------------|
| 00001         | 61267893            | 106323222   | Berman        | 18.90             | Full              |
| 00002         | 67298829            | 259878745   | Tilghman      | 22.90             | Full              |
| 00003         | 60098893            | 504828737   | Baker         | 0.00              | No-Show           |
| 00004         | 64389022            | 392889388   | Trammell      | 18.90             | Partial           |
| 00005         | 62009238            | 123200393   | Barrow        | 68.70             | Full              |
| 00006         | 69237892            | 293837723   | Oster         | 45.80             | Full              |
| 00007         | 61432993            | 988371132   | Granger       | 0.00              | Non-Paying        |
| 00008         | 67980022            | 000287373   | McLaughlin    | 22.90             | Full              |
| 00009         | 69011923            | 910388331   | Corcoran      | 0.00              | No-Show           |

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## 10.7 OTA\_HotelDescriptiveContentNotifRQ/RS

### Message Pair Overview

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

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

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

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd
- OTA\_HotelContentDescription.xsd

## Message Pair Use Cases

*A hotel sends a trading partner descriptive content*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRQ.xml</a>  | View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRS.xml</a>                     |
| Marriott International has a marketing relationship with HotelsULuv, which keeps a database of hotel property information for its online booking service. Marriott has already sent a download of property data for all of its hotels to HotelsULuv; so that HotelsULuv has the complete set in its database. However, a few changes have just been made to the property data for the Boston Marriott Copley Place Hotel, and Marriott must resend all of the information for this hotel to HotelsULuv. | <i>HotelsULuv responds to Marriott with an acknowledgment that the message was received.</i> |

*A hotel sends a trading partner digital asset files with hotel content*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRQ2.xml</a>  | View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRS2.xml</a>  |
| Hilton has recently updated many of their asset images and video files and needs to send these updated files to WizCom so that WizCom has the most current digital asset files. In addition to these digital assets, Hilton also needs to send hotel content updates using the OTA_HotelDescriptiveContentNotifRQ message. There are 10 digital asset files to be sent along with each file's metadata and/or attributes including image name, image dimensions, and content description. The files are made up of images and video files for one hotel's guest rooms, restaurants, exterior, pool and fitness center, lobby, meeting rooms, and other common areas. These files are sent to WizCom with all the relevant information. | <i>In response to the notification message, Wizcom's system returned the OTA_HotelDescriptiveContentNotifRS message as an acknowledgment that the message was successfully received.</i> |

*A hotel sends digital files and hotel content to a GDS*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRQ3.xml</a>   | View/Download:<br><a href="#">OTA_HotelDescriptiveContentNotifRS3.xml</a>                                   |
| Accor has recently updated many of their asset images and video files for the "SOFITEL MAEVA BEACH TAHITI" property and needs to send these updated | <i>Amadeus sends a success response back to Accor indicating that they received the files successfully.</i> |

|  |  |
|--|--|
| <p>files to Amadeus so that Amadeus has the most current digital assets. Accor also needs to send textual hotel descriptive content updates using the OTA_HotelDescriptiveContentNotifRQ message. There are numerous digital assets URL's to be sent along with each URL's metadata and/or attributes including image name, image dimensions, and description. Images are provided in different sizes to accommodate any end user interface.</p> <p>The URL's provide links to images and video files for the hotel's guest rooms, some of the restaurants and one of the recreational areas around the property. The shot images are accompanied by a description and a caption in multiple languages. The streaming video is also provided in multiple languages. These URL's are sent to Amadeus with all the relevant information.</p> |  |
|--|--|

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## 10.8 OTA\_HotelDescriptiveInfoRQ/RS

### Message Pair Overview

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

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelContentDescription.xsd

## Message Pair Use Cases

*A trading partner requests hotel descriptive information*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelDescriptiveInfoRQ.xml</a>   | View/Download: <a href="#">OTA_HotelDescriptiveInfoRS.xml</a>                                      |
| The trading partner sellmorerooms.com has partnered with Hilton to sell the Hilton New Orleans Riverside rooms on their website. Sellmorerooms.com needs to provide hotel content information to their consumers via their website. The Hilton Riverside prefers to have sellmorerooms.com obtain the content information from the Hilton content system, rather than a manual loading of data. Sellmorerooms.com sends in a request for The Hilton New Orleans Riverside property content information. | <i>Hilton responds with all of the information available from their internal content database.</i> |

*A trading partner requests specific hotel content (restaurant information)*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelDescriptiveInfoRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelDescriptiveInfoRS2.xml</a>            |
| Sellmorerooms.com has seen a lot of business on their web site for the Hilton New Orleans Riverside. They get a lot of email requests for information about a new restaurant the hotel has opened. Sellmorerooms.com just did a content request, however the restaurant information was loaded after their last request. They would like to get the restaurant data without getting all of the other information they just received. Sellmorerooms.com sends a request to Hilton specifically asking for restaurant information. | <i>The Hilton responds back with information about their restaurants.</i> |

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## 10.9 OTA\_HotelEventRQ/RS

### Message Pair Overview

The OpenTravel Hotel Event message pair may be used to pass information about an event (meeting, conference, etc.) or group of events to one or more facilities. Examples of events that may be passed include:

- A single-day event held at a facility without an accompanying room block
- A single-property event held at one hotel where the attendees are also staying at the hotel overnight
- A multi-property event held at a convention center where attendees are staying at one or more local hotels

A series of identical events, e.g. a monthly luncheon held 12 times each year at one property, or a week-long training course held in various locations around the country

This message was created in conjunction with the [APEX initiative](#) of the Convention Industry Council (CIC), an association of meeting professional associations. The information in the message matches the APEX “Event Specification Guide”, which is a human-readable document designed to give the meeting professional both a high-level overview and a detailed description of their event or meeting.

The *EventInfo* element contains information about the event itself, while the *Site* element contains information needed for each facility or location involved in the event. For multi-property (“city-wide”) events, the OTA\_HotelEventRQ message may be sent to each property with only the *Site* element that contains information applicable to the receiving property. A site may be a hotel, convention center, restaurant, meeting facility, country club, etc.

For complex events with multiple breakout sessions and functions, the *EventDayFunction* element is used to provide detailed information about each function at a specific day, time, and location. This information is used to create the “Functional Setup Order” (FSO) for the meeting professional, which is also known as a “Banquet Event Order”, “BEO”, or “Work Order” by hotel operations teams. For events with exhibitor functions, the optional “Exhibitor Function Setup Order” replaces the standard FSO.

The *EventDay* element provides date-neutral event setup information for recurring events. For example, a two-day training session may be defined as having two sessions with lunch and dinner on Day 1, plus two sessions with breakfast and lunch on Day 2. By defining the event in the *EventDay* element relative to “Day 1” and “Day 2”, you can handle recurring events by specifying the start date of each event instance in the *EventInfo* element.

The *RoomBlock* element is optional, and it will not be used for events that don’t involve an overnight stay, or for properties at which attendees are not staying overnight (e.g. a convention center).

The Hotel Event Response message may echo the request document event requirements that are passed in the message while also providing the requesting system with a confirmation that the original request was received.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- [OTA\\_HotelEvent.xsd](#)

## Message Pair Use Cases

*A request for a single-day event held at a facility without an accompanying room block*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelEventRQ.xml</a>   | View/Download: <a href="#">OTA_HotelEventRS.xml</a>   |
| This scenario uses the APEX Event Specification Guide which includes three components – an <a href="#">Event Narrative, Function Schedule and Function Set-Up Order (click here for sample.)</a> The scenario sends a request that defines a 2 hour cocktail reception at a facility. | <i>The HotelEventRS response echoes the request document event requirements that are passed in the message while also providing the requesting system with a confirmation that the original request was received.</i> |

*A request for a two day event at a single facility with a breakout session and lunch specified*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelEventRQ2.xml</a>  | View/Download: <a href="#">OTA_HotelEventRS2.xml</a>   |
| This business scenario defines the requirements for a two day event at a single facility with a breakout session and lunch specified. This scenario provides a housing overview as well as Food & Beverage and Audio visual requirements. <a href="#">It uses the APEX Event Specification Guide which includes – Part 1 Narrative, Part 2 – Function Schedule and two separate Part IIIA Function Setup Orders (click here for sample.)</a> The Function Setup Orders each defines needs for individual breakout functions that are part of the overall event. | <i>The response echoes the request document event requirements that are passed in the message while also providing the requesting system with a confirmation that the original request was received.</i> |

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## 10.10 OTA\_HotelGetMsgRQ/RS

### Message Pair Overview

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

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

The requesting system will send a request using the OTA\_HotelGetMsgRQ message. The receiving system will acknowledge and respond with the OTA\_HotelGetMsgRS message.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

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## 10.11 OTA\_HotelInvAdjustRQ/RS

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

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## 10.12 OTA\_HotelInvBlockRQ/RS

### Message Pair Overview

The OpenTravel Hotel Inventory Block message pair allows a booking source to search another system for detailed information regarding group inventory. The request message is limited to an individual property for a specified date range and group code identifier. The message can also be used to search on rate plan(s), room type(s), and other group related information.

Based on the criteria specified in the request message, the response message contains the set of inventory controls for the group specified. The Hotel Inventory Block response message is similar to the Hotel Inventory Block Notif request message in that it contains a complex set of controls/rules relating to the group.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A CRS requests a group block for specified blocks*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelInvBlockRQ.xml</a>   | View/Download: <a href="#">OTA_HotelInvBlockRS.xml</a>  |
| The CRS sends a request to hotel ABC123 requesting inventory and rates for the Widgets Annual Sales Meeting group and the Digits Customer Forum group. | <p><i>The PMS responds with the list of group details requested by the CRS.</i></p> <p><u>Widgets Group</u></p> <ul style="list-style-type: none"> <li>• For the room type STD, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$109.00 for single occupancy and \$119.00 for double occupancy.</li> <li>• For the room type DLX, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$119.00 for single occupancy and \$129.00 for double occupancy.</li> <li>• The group contact name is Mr. James E. Anderson Sr. His telephone number is</li> </ul> |

|  |   |
|--|---|
|  | <p>714.867.5309 and his fax is 714.867.5310. His mailing address is 26100 Enterprise Way, Lake Forest, CA 92630. His email address is JAH@Widgets.net.</p> <p><u>Digits Group</u></p> <ul style="list-style-type: none"> <li>For the room type STD, 20 rooms have been allocated for August 15th and 45 rooms have been allocated for August 16th at the rate of \$109.00 for single occupancy and \$119.00 for double occupancy.</li> <li>For the room type DLX, 20 rooms have been allocated for August 15th and 45 rooms have been allocated for August 16th at the rate of \$119.00 for single occupancy and \$129.00 for double occupancy.</li> <li>The group contact name is Mr. Norman U. Miller His telephone number is 312.552.8035 and his fax is 312.552.8036. His mailing address is 680 N Lake Shore Dr., Chicago, IL 60611. His email address is num@digits.org.</li> </ul> |
|--|---|

*A CRS requests a group block for specified dates, including all blocks completely within defined date range*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotellnvBlockRQ2.xml</a>   | View/Download: <a href="#">OTA_HotellnvBlockRS2.xml</a>  |
| <p>The CRS sends a request to hotel ABC123 requesting inventory and rates for all groups meeting during the period between July 15, 2009 and July 17, 2009. Only those groups whose block exists solely within the requested date range should be returned.</p> | <p><i>The PMS responds with the details for the Widgets Annual Sales Meeting, which is meeting during this time.</i></p> <ul style="list-style-type: none"> <li>For the room type STD, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$109.00 for single occupancy and \$119.00 for double occupancy.</li> <li>For the room type DLX, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$119.00 for single occupancy and \$129.00 for double occupancy.</li> <li>The group contact name is Mr. James E. Anderson Sr. His telephone number is 714.867.5309 and his fax is 714.867.5310. His mailing address is 26100 Enterprise Way, Lake Forest, CA 92630. His email address is JAH@Widgets.net.</li> </ul> |

*A CRS requests a group block for specified dates, including all blocks found during the defined date range*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelInvBlockRQ3.xml</a>  | View/Download: <a href="#">OTA_HotelInvBlockRS3.xml</a>  |
| <p>The CRS sends a request to hotel ABC123 requesting inventory and rates for all groups meeting during the period between July 16, 2009 and July 17, 2009. All groups whose blocks have any date that falls within the requested date range (even if the block's other dates extend outside it) should be returned.</p> | <p><i>The PMS responds with the details for the two groups meeting during this time - Widgets Annual Sales Meeting and the Gizmo Executive Retreat.</i></p> <p><u>Widgets</u></p> <ul style="list-style-type: none"> <li>For the room type STD, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$109.00 for single occupancy and \$119.00 for double occupancy.</li> <li>For the room type DLX, 50 rooms have been allocated for July 15th and 75 rooms have been allocated for July 16th at the rate of \$119.00 for single occupancy and \$129.00 for double occupancy.</li> <li>The group contact name is Mr. James E. Anderson Sr. His telephone number is 714.867.5309 and his fax is 714.867.5310. His mailing address is 26100 Enterprise Way, Lake Forest, CA 92630. His email address is JAH@Widgets.net.</li> </ul> <p><u>Gizmos</u></p> <ul style="list-style-type: none"> <li>For the room type STD, 10 rooms have been allocated for July 17th and 15 rooms have been allocated for July 18th at the rate of \$109.00 for single occupancy and \$119.00 for double occupancy.</li> <li>For the room type DLX, 10 rooms have been allocated for July 17th and 15 rooms have been allocated for July 18th at the rate of \$119.00 for single occupancy and \$129.00 for double occupancy.</li> <li>The group contact name is Ms. Porcina J. Fowler Her telephone number is 617.939.1800 and her fax is 617.939.1821. Her mailing address is 132 Portland Street, Boston, MA 02114. Her email address is porcina.fowler@gizmos.com.</li> </ul> |

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## 10.13 OTA\_HotelInvBlockNotifRQ/RS

### Message Pair Overview

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

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

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

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

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

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

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

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

The <OTA\_HotelInvBlockNotifRS> returns a response to the Hotel Inventory Block Notification, indicating that the message was successfully processed.

Additionally, the response message may return the InvBlockCode and /or the InvBlockGrouping Code(s) assigned by the receiving system for the inventory block in response to a new inventory block notification. These



values would only be returned when the notification is of InvBlockCodeType= New and the sender is translating the inventory block code values. In this case, the InvBlockCode attribute would be empty and in subsequent transactions for the Inventory Block, the sender would populate the InvBlockCode attribute with the values returned by the receiver.

## OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- [OTA\\_HotelCommonTypes.xsd](#)

## Message Pair Use Cases

*A sales system sends an inventory group block to a reservation system*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelInvBlockNotifRQ.xml</a>  | View/Download: <a href="#">OTA_HotelInvBlockNotifRS.xml</a>  |
| <p>The sales assistant at the Richmond Marriott Hotel has just finished entering a group block into the hotel's sales system. The block is definite and still needs to be setup in the hotel's reservations system. The sales assistant makes the entry to send the group block's data into the reservation system so that rooms can be booked into it. In this particular instance, a Trading Partner Agreement has been set-up that defines the Block Dates as an additional date on either end that are not typically allocated with rooms.</p> <p><a href="#">Click here for the sample information sent from the sales system to the reservation system to setup a group block.</a></p> | <p><i>An acknowledgement of successful receipt of this information would be sent by the reservation system back to the sales system.</i></p> |

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## 10.14 OTA\_HotelInvCountRQ/RS

### Message Pair Overview

The OpenTravel Hotel Inventory Count message pair provides the ability for a booking source to request inventory amounts from one or more hotel properties.

The Hotel Inventory Count request message allows a booking source to filter another system for hotel room inventory (e.g. room type codes). The request message can be limited to an individual property or a collection of properties for a specified date range and/or it can further specify room type code(s).

Based on the criteria specified in the request message, the response message contains the set of inventory count controls. The Hotel Inventory Count response message is similar to the Hotel Inventory Count Notify request in that it can contain physical inventory counts or it can be a subset/threshold of actual physical inventory.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A customer requests hotel availability with city and arrival/departure dates specified*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelInvCountRQ.xml</a>  | View/Download: <a href="#">OTA_HotelInvCountRS.xml</a>   |
| The CRS sends a request to hotel ABC123 requesting inventory data for the period between October 1, 2009 and November 15, 2009. | <p>The PMS responds with the list of inventory by sellable product for the period between October 1, 2009 and November 15, 2009.</p> <ul style="list-style-type: none"> <li>• The inventory count for the room type code STD is set. For October 1, 2009 through November 15, 2009 the inventory count should be 30.</li> <li>• The inventory count for the room type code DLX is set. For October 1, 2009 through October 17, 2009 the inventory count should be 15 and for October 18, 2009 through November 15, 2009 the inventory count should be 25.</li> </ul> |

*A CRS system sends a request to a hotel for booking limit inventory data for a specified date range and room type code*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelInvCountRQ2.xml</a>  | View/Download: <a href="#">OTA_HotelInvCountRS2.xml</a>  |
| The CRS system sends a request to hotel ABC123 requesting booking limit inventory data for the period between January 1, 2009 and April 30, 2009 for room type code DLX. | <p><i>The PMS responds with the list of booking limit inventory for room type code DLX for the period between January 1, 2009 and April 30, 2009.</i></p> <p>The booking limit inventory count for the room type code DLX is set.</p> <ul style="list-style-type: none"><li>i. For January 1, 2009 through February 15, 2009 the inventory count should be 35.</li><li>ii. For February 16, 2009 through February 28, 2009 the inventory count should be 5.</li><li>iii. For March 1, 2009 through March 17, 2009 the inventory count should be 47.</li><li>iv. For March 18, 2009 through April 30, 2009 the inventory count should be 7.</li></ul> |

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## 10.15 OTA\_HotelInvCountNotifRQ/RS

### Message Pair Overview

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

When a new hotel is opened for the first time, the Hotel Inventory Notification messages ([OTA\\_HotelInvNotifRQ/RS](#)) would be used to supply the reservation systems with descriptions of rooms in the hotel, as well as non-room products that are also subject to inventory control. The Inventory Count Notification is used to send base inventory levels by inventory code, (e.g., room type code) to establish the physical inventory count. An Inventory Notification should always precede an Inventory Count Notification to establish the existence of inventory codes in the reservation system.

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

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

## Message Pair Use Cases

*A hotel sends daily room availability and rates to an online booking agent*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelInvCountNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelInvCountNotifRS.xml</a>                |
| The Courtyard Atlanta Perimeter has an online booking relationship with Travel Today. The hotel sends the daily room availability and rates to Travel Today that they wish to release to the online booking agent. The following is the information that the hotel submits to Travel Today: The hotel has Standard Double rooms (room type, "SDD"). It wishes to allocate 30 Standard Double rooms for sale on April 1, 2005. | <i>Travel Today responds with a message that the message was received.</i> |

*A hotel synchronizes inventory between PMS and CRS systems*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelInvCountNotifRQ2.xml</a>  | View/Download: <a href="#">OTA_HotelInvCountNotifRS2.xml</a>                   |
| <p>In order to sell the Standard Double rooms (room type, "SDD"), the hotel has four rate plan codes that are associated with that room type ("ROOMONLY", "ROOMCAR", "ROOMAIR", "RMCARAIR").</p> <p>The hotel wishes to allocate 30 Standard Double rooms for sale, and a maximum of 10 should be sold in any one of the four rate plans. The four rate plan codes exist to implement some business strategy such as:</p> <ul style="list-style-type: none"> <li>- ROOMONLY - Traveler books hotel room only</li> <li>- ROOMCAR - Traveler books hotel room and rental car</li> <li>- ROOMAIR - Traveler books hotel room and airfare</li> <li>- RMCARAIR - Traveler books hotel room, rental car, and airfare</li> </ul> <p>In this example the inventory manager has allocated inventory in the PMS. This message is synchronizing the inventory between the PMS and the CRS.</p> | <i>The CRS responds to the PMS that the message was successfully received.</i> |

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## 10.16 OTA\_HotelInvNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel Inventory Notification message is the message that sends the notification of the creation of a new inventory item, such as a room type or service type that did not previously exist at a hotel property.

When the database of a reservation system or booking source is populated for the first time, the hotel inventory notification message would be used to send descriptions of the inventory in the hotel, both room and non-room products.

A Hotel Inventory Notification establishes the existence of inventory codes in the receiving system. In the exchange of inventory information, which is not always a simple process, the sending system and the receiving system may assign different codes to the same inventory item.

This requires the use of a translation table to link the inventory item in one system with the same item in another system.

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

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

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

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## 10.17 OTA\_HotelInvSyncRQ/RS

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

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## 10.18 OTA\_HotelPostEventRQ/RS

### Message Pair Overview

The OpenTravel Hotel Post Event messages serve to communicate actual history compiled upon completion of one or more events. The messages may be used for city-wide, multi-facility or single facility events.

The Post Event messages may be used to communicate specific logistical details based on real usage from hosting an event at a site or sites, for example:

- to be sent by the meeting professional to potential event site(s) to provide the history of a previous event to complement a request for proposal (RFP);
- to be sent from a site upon completion of the event to the meeting professional for archival purposes and future reference;
- to request details for one or more specific events.

The Post Event messages communicate event data such as event location(s) and event date ranges, revenue, room pick-up, meeting room setup, audiovisual and catering usage.

The OTA\_HotelPostEventRQ/RS message pair is designed to obtain post event history. For example, a national sales office may request data from a number of hotels within their chain to substantiate a request for a future event.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelEvent.xsd

### Message Pair Use Cases

*An event planner sends a post event report to a hotel*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelPostEventRQ.xml</a>  | View/Download: <a href="#">OTA_HotelPostEventRS.xml</a>   |
| A CIC planner has submitted an RFP to Marriott Crystal City. Before responding to the RFP, the Marriott Crystal City makes a request to the CIC planner for a copy of their Post Event Report for their last event, the 2007 CMP Summit Meeting. | <p><i>The CIC planner responds with the detailed Post Event Report.</i></p> <p>The event, the 2007 CMP Summit Meeting held on July 4-6, 2007 at the Arlington Marriott, was for 200 CMPs from North America. It included a General Session, and 2 breakouts requiring a 9x12 foot screen,</p> |



|  |  |
|--|--|
|  | data projector, podium and wireless internet connectivity. The group checked in on July 4th and departed on July 6th. In all, they spent \$5000 for F&B and \$2500 for AV. They had a total of 350 room nights; all rooms were non-smoking. The rooms consisted of 150 singles with king beds at a rate of \$195/night; 50 doubles at a rate of \$195/night and 5 suites at a rate of \$245/night. |
|--|--|

*An event planner requests a post event report and receives a "report not available" response*

|   |   |
|---|---|
| <b>Request Message</b><br>View/Download: <a href="#">OTA_HotelPostEventRQ2.xml</a>  | <b>Response Message</b><br>View/Download: <a href="#">OTA_HotelPostEventRS2.xml</a>   |
| In July, 2007, Jim Smith from CIC asks the Arlington Marriott to send him a copy of his Post Event report for their July 4-6 2007 CMP Summit Meeting. | <i>The Arlington Marriott responds that the post event report is not yet available, but will be sent in two weeks when information has been compiled.</i> |

*A visitors bureau sends a request for a city-wide post event report*

|   |  |
|---|--|
| <b>Request Message</b><br>View/Download: <a href="#">OTA_HotelPostEventRQ3.xml</a>  | <b>Response Message</b><br>View/Download: <a href="#">OTA_HotelPostEventRS3.xml</a>  |
| The Tucson Arizona Convention & Visitor's Bureau sends a request to the Atlanta Convention and Visitor's Bureau to send the Post Event Report for MPI's city-wide 2008 World Education Conference that was held in Atlanta. | <p><i>The Atlanta Convention and Visitor's Bureau responds with the detailed Post Event Report for this city-wide event.</i></p> <p>The Atlanta CVB sent their cumulative report from 2 sites within the city: The Atlanta Marriott Marquis, who served as the headquarters hotel; the Westin Peachtree which served as overflow lodging and also hosted the 20 person MPI Board meeting.</p> <p>The group had AV, Food &amp; Beverage and had a room pickup of 6000 singles at the Marriott Marquis at a rate of \$185 during the 3 day conference. The conference ran from July 20-23, 2007.</p> |

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## 10.19 OTA\_HotelPostEventNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel Post Event Notification message pair is designed to push post event data to another system. For example, a meeting facility may send a report containing actual event data to the event organizer following their event.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelEvent.xsd

### Message Pair Use Cases

*An event planner sends a post event report to a hotel*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelPostEventNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelPostEventNotifRS.xml</a>   |
| <p>A CIC planner, Jim Smith sends a copy of his Post Event Report for their 2007 CMP Summit Meeting held on July 4-6, 2007 at the Arlington Marriott to support their RFP to the Marriott Crystal City for their next event.</p> <p>The event was for 200 CMP's from North America. It included a General Session, and 2 breakouts requiring a 9x12 foot screen, data projector, podium and wireless internet connectivity. The group checked in on July 4th and departed on July 6th. In all, they spent \$5000 for F&amp;B and \$2500 for AV.</p> <p>They had a total of 350 room nights; all rooms were non-smoking. The rooms consisted of 295 singles with king beds at a rate of \$195/night; 50 doubles at a rate of \$195/night and 5 suites at a rate of \$245/night.</p> | <p><i>The Marriott Crystal City responds that they received the Post Event Report Notif message.</i></p> |

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## 10.20 OTA\_HotelRateAmountNotifRQ/RS

### Message Pair Overview

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

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

The Hotel Rate Amount Notification Message defines the amount of the base rate, as well as the maximum number of adults permitted in a room at the rate, along with the charges for additional adults and children. Tax amounts that apply to the rate are also communicated, indicating the type of tax and how it is calculated, whether a flat amount or percentage. In short, the Rate Amount Notification should convey all of the information needed by a reservation system to book a hotel room (or non-room product) at the newly-established rate amount.

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

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

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

## OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

## Message Pair Use Cases

*A PMS synchronizes rates with a CRS*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelRateAmountNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRateAmountNotifRS.xml</a>   |
| Joe sets the rates for his hotel, the Courtyard Atlanta Perimeter. He wants to increase the best available rate (rate plan code is "BARA00") from \$90 to \$100 for April 1, 2005. The currency is USD. He does this in his Property Management System (PMS). The PMS uses the OTA_HotelRateAmountNotifRQ message to synchronize the rate also in the Central Reservation System (CRS). | <i>The CRS returns an acknowledgement that the message was received without any errors or warnings.</i> |

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## 10.21 OTA\_HotelRatePlanRQ/RS

### Message Pair Overview

The OpenTravel Hotel Rate Plan message pair provides the ability to search for active rate plans and offers. The message is used primarily to ensure that two systems are in sync. It can be used in place of the Hotel Rate Plan Notif message ([OTA\\_HotelRatePlanNotifRQ/RS](#)) when a [pull model](#) is desired.

The Hotel Rate Plan Request message allows one system to query another for detailed rate plan information including availability, pricing, and viewship. By supplying different criteria (e.g., specific rate code, dates, viewship), the request message can limit the number of rate plans and/or offers returned by the response.

The Hotel Rate Plan Response returns a response with the rate plans matching the criteria.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRatePlan.xsd

### Message Pair Use Cases

*A hotel application requests rate plans and rooms, pricing information, and available dates of stay from a PMS*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanRS.xml</a>  |
| <p>HotelResort has 3 rate plans (RAC, BAR1, and WPG) and 2 rooms (KB, KS) available for sale from April 2008—December 31, 2008. HotelResort makes their rates available for sale to 2 channels (OBA and ITA). RAC is available for sale on both OBA and ITA. BAR1 can only be sold on OBA. WPG can only be sold on ITA. HotelResort also has a Back Office application built to work in conjunction with their PMS.</p> <p>The Back Office application sends a request to get the rate plans and rooms, pricing information and available dates of stay.</p> | <p><i>The PMS responds with the list of available rates, their dates of availability, channel information, sellable products, and pricing information:</i></p> <ul style="list-style-type: none"> <li>• The RAC rate is available for sale on the OBA and ITA channels. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$100.00. From April 1, 2008 - December 31, 2008 the base price for the KS room is \$120.00.</li> <li>• The BAR1 rate is available for sale on the OBA channel. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$80.00. The rate allows for one additional child between the ages of 2 and 12 to stay in this</li> </ul> |

|  |  |
|--|--|
|  | <p>room for \$36.00 more. From April 1, 2008 - December 31, 2008 the base price for the KS room is \$100.00. The rate allows for one additional child between the ages of 2 and 12 to stay in this room for \$36.00 more.</p> <ul style="list-style-type: none"> <li>The WPG rate is available for sale on the ITA channel. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$120.00. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$140.00.</li> </ul> |
|--|--|

*An online booking agent requests a list of all the rate plans/offers available to them from a hotel*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ2.xml</a>  | View/Download: <a href="#">OTA_HotelRatePlanRS2.xml</a>   |
| <p>An online booking agent (OBA) wants a list of all the Rate Plans (or Offers) available to them from the HotelResort.</p> <p>The Back Office application system sends a request to the PMS to get the rate plans, pricing information and available dates for the sellable products.</p> | <p><i>The PMS responds with the list of available rates, their dates of availability, sellable products, and pricing information available to OBA for sale:</i></p> <ul style="list-style-type: none"> <li>The RAC rate is available for sale on the OBA and ITA channels. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$100.00. From April 1, 2008 - December 31, 2008 the base price for the KS room is \$120.00.</li> <li>The BAR1 rate is available for sale on the OBA channel. From April 1, 2008 - December 31, 2008 the base price for the KB room is \$80.00. The rate allows for one additional child between the ages of 2 and 12 to stay in this room for \$36.00 more. From April 1, 2008 - December 31, 2008 the base price for the KS room is \$100.00. The rate allows for one additional child between the ages of 2 and 12 to stay in this room for \$36.00 more.</li> </ul> |

*An online booking agent requests a specific rate plan from a hotel*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ3.xml</a>                    | View/Download: <a href="#">OTA_HotelRatePlanRS3.xml</a>   |
| <p>An online booking agent requests a specific rate plan from a hotel.</p> | <p><i>The PMS responds with the channel information, dates of availability, sellable products, and pricing information for the RAC rate:</i></p> <ul style="list-style-type: none"> <li>The RAC rate is available for sale on the OBA and ITA channels. From April 1, 2008 - December 31, 2008 the base price for the KB</li> </ul> |

|  |  |
|--|--|
|  | room is \$100.00. From April 1, 2008 - December 31, 2008 the base price for the KS room is \$120.00. |
|--|--|

*A hotel back office application queries a hotel PMS for information on a specified discount rate (derived from base by percent adjustment)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ4.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanRS4.xml</a>   |
| A hotel back office application queries a hotel PMS for information on a specified "AAA" discount rate (derived from base by percent adjustment.) | <p>The PMS responds with the sellable products, dates of availability, and pricing information for the AAA rate:</p> <ul style="list-style-type: none"> <li>The AAA rate is available for sale from April 1, 2008 - December 31, 2008 on the KB room and is 10% off the price of the RAC rate. The AAA rate will never be lower than \$100 and never be higher than \$200.</li> </ul> |

*A hotel back office application queries a hotel PMS for a specified rate plan (inflated rate derived from base by percent adjustment)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ5.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanRS5.xml</a>   |
| <p>HotelResort creates the RCP rate which is 10% higher than the price of the RAC rate. The RCP rate will never be lower than \$150 and never be higher than \$250.</p> <p>A back office application queries the HotelResort PMS for information on the RCP rate.</p> | <p>HotelResort responds with the sellable products, dates of availability, and pricing information for the RCP rate:</p> <ul style="list-style-type: none"> <li>The RCP rate is available for sale from April 1, 2008 - December 31, 2008 on the KB room and is 10% higher than the price of the RAC rate. The RCP rate will never be lower than \$150 and never be higher than \$250.</li> </ul> |

*A back office application requests a specified rate plan from a hotel PMS (discount rate derived from base by fixed amount adjustment)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ6.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanRS6.xml</a>   |
| <p>HotelResort creates the AARP rate which is \$50 less than the price of the RAC rate. The AARP rate will never be lower than \$100 and never be higher than \$200.</p> <p>A Back Office application queries the HotelResort PMS for information on the AARP rate.</p> | <p>HotelResort responds with the sellable products, dates of availability, and pricing information for the AARP rate:</p> <ul style="list-style-type: none"> <li>The AARP rate is available for sale from April 1, 2008 - December 31, 2008 on the KB room and is \$50 less than the price of the RAC rate. The AARP rate will never be lower than \$100 and never be higher than \$200.</li> </ul> |

*A back office application requests a specified rate plan from a hotel PMS (inflated rate derived from base by fixed amount adjustment)*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelRatePlanRQ7.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanRS7.xml</a>   |
| <p>HotelResort creates the RCM rate which is \$50 higher than the price of the RAC rate. The RCM rate will never be lower than \$150 and never be higher than \$250.</p> <p>A back office application queries the HotelResort PMS for information on the RCM rate which is an inflated rate derived from base by fixed amount adjustment.</p> | <p><i>HotelResort responds with the sellable products, dates of availability, and pricing information for the RCM rate:</i></p> <ul style="list-style-type: none"><li>• The RCM rate is available for sale from April 1, 2008 - December 31, 2008 on the KB room and is \$50 higher than the price of the RAC rate. The RCM rate will never be lower than \$150 and never be higher than \$250.</li></ul> |

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## 10.22 OTA\_HotelRatePlanNotifRQ/RS

### Message Pair Overview

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

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

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

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

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

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

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

Additionally, the response message may return the *RatePlanCode(s)* and /or Rate Plan Grouping Codes assigned to the rate plan by the receiving system in response to a new rate plan notification. These values would only be returned when the notification is of *RatePlanCodeType= New* and the sender is translating rate plan codes. If this is the case, the values sent in the *RatePlanCode* or *RatePlanGroupingCode* attributes could be empty, and in subsequent transactions for the inventory item, the sender would be able to populate the rate plan code with the value returned by the receiver.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRatePlan.xsd

## Message Pair Use Cases

*A hotel PMS sends a promotional rates notification to a trading partner*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRatePlanNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanNotifRS.xml</a>                                      |
| <p>The Palma Playa Hotel in Mallorca offers a number of special discounts which depend on the booking date, arrival and stay dates and the stay duration:</p> <ul style="list-style-type: none"> <li>• an early booking discount of 17% for bookings until January, 31st. This discount is not valid with any other discounts.</li> <li>• an early booking discount of 10% for bookings until April, 30th. This discount is valid with other discounts except for the Long Stay Offer.</li> <li>• a Long Stay discount of 15% for stays longer than 21 days on everything except Extras.</li> <li>• a “7th Night Free” offer for all arrivals between 25 April and 01 May or 12 June and 19 June or 8 October and 23 October</li> <li>• a “3 Nights Free” offer for stays of 14 or more days with arrivals between 25 April and 01 May or 12 June and 19 June or 8 October and 16 October</li> <li>• a “5 Nights Free” offer for stays of exactly 21 days and arrivals between 25 April and May 01</li> <li>• a double room for single use at the same rate as for double occupancy for all arrivals during September and October.</li> </ul> | <p>A response message is sent back that the message was received with no errors or warnings.</p> |

*A hotel PMS sends a promotional rates notification for a specified date range*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelRatePlanNotifRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelRatePlanNotifRS2.xml</a>                                     |
| <p>A hotel PMS sends a promotional rates notification for a half board at no extra charge for stays between December 01 and December 22 with departure on or before December 22.</p> | <p>A response message is sent back that the message was received with no errors or warnings.</p> |

*A hotel PMS sends a promotional rates notification for a specified length of stay*

| <b>Request Message</b> | <b>Response Message</b> |
|------------------------|-------------------------|
|------------------------|-------------------------|

|   |  |
|---|--|
| View/Download: <a href="#">OTA_HotelRatePlanNotifRQ3.xml</a>  | View/Download: <a href="#">OTA_HotelRatePlanNotifRS3.xml</a>                                     |
| A hotel PMS sends a promotional rates notification for a half board at no extra charge for stays between December 01 and December 22 with departure on or before December 22. | <i>A response message is sent back that the message was received with no errors or warnings.</i> |

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## 10.23 OTA\_HotelResModifyRQ/RS

### Message Pair Overview

The OpenTravel Hotel Reservation Modify message set handles the need for a full overlay of the reservation for the purpose of making a change to an existing booking.

The modify message can be sent independently or in conjunction with the [OTA\\_HotelAvailRQ](#) message, which was enhanced to allow a confirmation number to be sent in order to take into account the inventory being held by the existing reservation.

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelReservation.xsd

### Message Pair Use Cases

*A trading partner sends a reservation modification request for guest requesting an additional nights stay*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelResModifyRQ.xml</a>  | View/Download: <a href="#">OTA_HotelResModifyRS.xml</a>  |
| <p>The Razzmatazz Hotel has agreed to hold a block of rooms for Expedia. Due to this agreement, Expedia knows how many and at what rate they have rooms available at the Razzmatazz Hotel each night.</p> <p>Crystal Tanner has a reservation at the Razzmatazz that she previously booked through Expedia.com. She is arriving on June 4th and departing on June 8th, 2003.</p> <p>Crystal Tanner requests to extend her reservation by one night through Expedia. Crystal has also decided that she would like to request a non-smoking room. Since Expedia holds inventory for the Razzmatazz</p> | <p>A response message is sent back that the message was received with no errors or warnings.</p> |

|   |  |
|---|--|
| there is no need to perform an availability check. Expedia verifies in their system that the room and rate are available, they then send the OTA_HotelResModifyRQ transaction to the Razzmatazz hotel to inform them of the update. |  |
|---|--|

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## 10.24 OTA\_HotelResModifyNotifRQ/RS

### Message Pair Overview

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

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

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

- OTA\_HotelResModifyNotifRQ – Sends a modification of a reservation to another system. All the elements and attributes are optional, unless otherwise stated as required.
- OTA\_HotelResModifyNotifRS – Returns acknowledgement that the modification to the reservation has been successfully received or includes warnings from business processing rules or errors if the request did not succeed. It may optionally include the updated reservation data.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelReservation.xsd

### Message Pair Use Cases

*A trading partner sends a hotel a reservation modification notification for a guest requesting an additional nights stay*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelResModifyNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelResModifyNotifRS.xml</a>   |
| David Dewberry previously booked a reservation for the JW Marriott in Washington, DC for the 18th of October for 2 nights. He booked his reservation through Travel Today, a third party site that maintains | Marriott's system uses the surname and credit card number for verification and responds with a "success" message and echoes back the original Marriott |

|   |  |
|---|--|
| <p>hotel inventory by hotel. The reservation can be booked by the customer without communication to the hotel system. Upon completion of the booking, Travel Today notifies the hotel system of the booking and requests a hotel confirmation number.</p> <p>David's plans have changed, and he needs to extend his reservation by 1 night for a total stay of 3 nights. David would like to extend his room at the corporate rate which is the rate that has already been confirmed for the first 2 nights of his reservation. David is modifying his reservation through Travel Today. None of the other information in his reservation has changed.</p> <p>David did an availability search to determine the additional night is available at the corporate rate. David is still arriving on October 18th, 2005, but is staying 3 nights. His information is as follows:</p> <p>Mr. David Dewberry<br/>321 Myrtle Lane<br/>Latrobe, PA 15650<br/>(724) 555-4321<br/>david.dewberry@dewberriecorp.com<br/>VS 411111111111202 exp 12/05<br/>Room Requests: non-smoking, king bed</p> | <p><i>confirmation number to Travel Today.</i></p> |
|---|--|

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## 10.25 OTA\_HotelResNotifRQ/RS

### Message Pair Overview

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

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

The initiating system sends a report using the OTA\_HotelResNotifRQ message. The receiving system acknowledges its receipt of the report using the OTA\_HotelResNotifRS message.

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelReservation.xsd

### Message Pair Use Cases

*A trading partner notifies a hotel system of a reservation and requests a hotel confirmation number*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelResNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelResNotifRS.xml</a>                    |
| David Dewberry is traveling to Washington, DC on business and has decided to book his hotel reservation online. David chose to book his reservation through Travel Today, a third party site that maintains hotel inventory by hotel. The reservation can be booked by | <i>The system responds with a Marriott generated confirmation number.</i> |



the customer without communication to the hotel system. Upon completion of the booking, Travel Today notifies the hotel system of the booking and requests a hotel confirmation number.

David did an availability search to determine which hotel he would like to book. He found that the JW Marriott has rooms available at their corporate rate and has decided to book that rate. David is arriving on October 18th, 2005 and is staying 2 nights. His information is as follows:

Mr. David Dewberry  
321 Myrtle Lane  
Latrobe, PA 15650  
(724) 555-4321  
david.dewberry@dewberriecorp.com  
VS 411111111111202 exp 12/05  
Room Requests: non-smoking, king bed

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## 10.26 OTA\_HotelResRQ/RS

### Message Pair Overview

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

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

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

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

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

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

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

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

ReservationID of the existing reservation, the current reservation has been identified.

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

## OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- OTA\_HotelReservation.xsd

## Message Pair Use Cases

*A customer makes a reservation through a hotel website*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelResRQ.xml</a>  | View/Download: <a href="#">OTA_HotelResRS.xml</a>  |
| <p>Charlotte Costello is traveling to Denver on business and has decided to book her hotel reservation online.</p> <p>Charlotte did an availability search to determine which hotel she would like to book. She found that the Denver Marriott West has rooms available at their corporate rate and has decided to book that rate.</p> <p>Charlotte is arriving on August 10th, 2005 and is staying 2 nights. Her information is as follows:</p> <p>Ms. Charlotte Costello<br/> 123 Locust St.<br/> Hyndman, PA 15545<br/> (814) 555-6123<br/> charlotte.costello@corp.com<br/> VS 411111111111202 exp 05/06<br/> Room Requests: non-smoking, king bed</p> | <p><i>The system responds with the rate, rate description, cancellation policy, and confirmation number.</i></p> |

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## 10.27 OTA\_HotelRFP\_MeetingRQ/RS

### Message Pair Overview

The OpenTravel Hotel Request for Proposal Meeting (RFP - requests for proposals/ RFI - requests for information) message pair expand on the hotel message sets, to further automate a large section of hotel responses to information.

For example, an RFP/RFI is generally sent from a customer, agency, corporation, etc. to the sales team within a hotel(s) or national/regional office(s), who must then manually reply to the message(s) in various ways, such as phone, fax, email, etc. The Hotel RFP/RFI request/response message replaces the inconsistent and highly manual effort of sending the requests and the acknowledgment of receiving the request. This request/response message set is designed for Group and Meeting RFP/RFI.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRFP.xsd

### Message Pair Use Cases

*A customer sends an online request for a proposal for one event to multiple properties owned/managed by a hotel provider*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRFP_MeetingRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRFP_MeetingRS.xml</a>  |
| <p>Julie Clark's son's soccer team, Houston Astros Soccer Club, has a soccer tournament in Dallas, TX on October 10 – 12, 2003. The team needs 15 rooms for 2 nights in Dallas, TX. Julie typically stays with Hilton Hotels on business travel and is a Hilton HHonors member (number 528126539). Julie decides to go on-line to the Hilton website in order to request the price for the rooms. <a href="#">Click here to see the information submitted in the request.</a></p> <p>Julie fills out her contact information and room requirements, and then submits an on-line request for proposal to several Hilton hotels in the Dallas, TX area.</p> | <p><i>A response message comes back acknowledging receipt and saying details will be sent within 48 hours.</i></p> |

*A meeting planner sends an online request for proposal for one multi-day event to multiple hotel providers*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelRFP_MeetingRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelRFP_MeetingRS2.xml</a>   |
| Kellie Thompson works for a third party meeting planner agency. She is planning the third Annual Sales Incentive Meeting for a corporation such as IBM or Intel. Her primary contact at the corporation is John Hewitt. She submits an RFP to multiple hotels.<br><a href="#">Click here to see the contents of the submitted RFP.</a> | <i>Kellie gets back a response acknowledging her request from one of the requested sites, Hilton San Diego Resort.</i> |

*A meeting planner sends an RFP in APEX format*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelRFP_MeetingRQ3.xml</a>   | View/Download: <a href="#">OTA_HotelRFP_MeetingRS3.xml</a>  |
| This example illustrates a request for sleeping rooms and function space for a single facility uncomplicated event.<br><br>While the OTA_HotelRFP_Meeting messages may be used for the transfer of any RFP data, the format of the request below uses the APEX Single Facility RFP© document. For further information on the APEX Initiative Accepted Practices, visit <a href="http://www.conventionindustry.org/apex">www.conventionindustry.org/apex</a> .<br><a href="#">Click here for the submitted RFP information.</a> | <i>A hotel responds with a single facility RFP.</i><br><a href="#">Click here for the returned RFP information.</a> |

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## 10.28 OTA\_HotelRFP\_MeetingNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel RFP Meeting Notification message pair provides functionality that allows a hotel to respond to an RFP at a later point in time, versus responding in real-time, and/or provide updated information regarding an original RFP.

The intended use case of this message is the following scenario, after receiving an [OTA\\_HotelRFP\\_MeetingRQ](#), an [OTA\\_HotelRFP\\_MeetingRS](#) message will be returned indicating when and how the hotel will respond to the request. This detailed response uses the OTA\_HotelRFP\_MeetingNotifRQ message.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRFP.xsd

### Message Pair Use Cases

*A hotel sends a response for an RFP they received the prior day*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelRFP_MeetingNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRFP_MeetingNotifRS.xml</a>                       |
| <p>In response to the Houston Astros Soccer Club request (see OTA_HotelRFP_MeetingRQ/RS “<a href="#">A customer sends an online request for a proposal for one event to multiple properties owned/managed by a hotel provider</a>” use case) the following information would be supplied:</p> <p>Deliver Responses to:</p> <p>Julie Clark<br/>785 Walnut Lane<br/>Houston, TX 77571<br/>Phone: 281-771-6846<br/>Fax: 281-771-8541<br/>Email: Julie_Clark@xatt.net</p> <p>FROM: Hilton DFW Lakes Executive Conference Center<br/>Lori Smith</p> | <p><i>An acknowledgement is sent that the message was successfully received.</i></p> |

|   |  |
|---|--|
| <p>Director of Sales<br/>800 Highway 26 East<br/>Grapevine, TX 76051<br/>United States of America<br/>Email: lsmith@dfxwhilton.com<br/>(817) 481-8444 - main phone<br/>(817) 481-3160 - main fax<br/>(817) 410-6772 - sales phone<br/>(817) 481-3146 - sales fax</p> <p>Yes, our facility is interested.</p> <p>Arrival Date: October 10, 2004<br/>Departure Date: October 12, 2004<br/>Single Rate: \$92.00<br/>Double Rate: \$92.00<br/>Option: 1st Option<br/>City Tax 7.25%, State Tax 7.75%</p> <p>Room Block (Total 15)<br/>Single- 5 Rooms per Night<br/>Double - 10 Rooms per Night</p> <p>Comments:<br/>Room Rates include continental breakfast for you and your group on the same floor as the guest rooms.<br/>Televisions can be set with parental controls for stations and movie channels.<br/>All Rooms paid by master account can be credited towards your Hhonors account, if paid individually this would not apply.<br/>We would be happy to have your team with us! Let me know if I can hold space for you.</p> |  |
|---|--|

*A hotel sends a response for an RFP they received the prior day with alternate dates*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_HotelRFP_MeetingNotifRQ2.xml</a>  | View/Download: <a href="#">OTA_HotelRFP_MeetingNotifRS2.xml</a>               |
| <p>In response to the Houston Astros Soccer Club request (see OTA_HotelRFP_MeetingRQ/RS “<a href="#">A customer sends an online request for a proposal for one event to multiple properties owned/managed by a hotel provider</a>” use case) the following information would be supplied:</p> <p>Deliver Responses to:<br/>Julie Clark<br/>785 Walnut Lane<br/>Houston, TX 77571<br/>Phone: 281-771-6846<br/>Fax: 281-771-8541</p> | <p>An acknowledgement is sent that the message was successfully received.</p> |

|  |  |
|--|--|
| <p>Email: Julie_Clark@xatt.net</p> <p>FROM: Doubletree Hotel Dallas-Lincoln Centre near the Galleria<br/>Tiffany Jones, Director of Sales<br/>5410 LBJ Freeway<br/>Dallas, TX 75240<br/>United States of America<br/>Email: tjones@dxddallas_hilton.com<br/>(972) 934-8400 - main phone<br/>(972) 701-5244 - main fax<br/>(972) 701-5127 - sales phone<br/>(972) 701-5137 - sales fax</p> <p>Alternate Arrival Date: October 17, 2004<br/>Alternate Departure Date: October 19, 2004<br/>Single Rate: \$85.00<br/>Double Rate: \$85.00<br/>Option: Alternate<br/>City Tax 7.25%<br/>State Tax 7.75%<br/>Room Block Total 15<br/>Single: 5 Rooms per Night<br/>Double: 10 Rooms per Night</p> |  |
|--|--|

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## 10.29 OTA\_HotelRFP\_TransientRQ/RS

### Message Pair Overview

The OpenTravel Hotel RFP Transient message pair supports the buyer to supplier process of negotiating room rates and amenities for a given contract period. The buyer is the corporation negotiating directly with the supplier (e.g., hotel chains or individual hotels). The buyer can also be a travel agency or consortium securing competitive room rates to offer to corporation and/or the individual business traveler.

The request/response data set will generally equal each other in the first round of distribution. The second round of negotiations, if requested by the buyer, can sometimes be a subset of data from the original request. This data set will include components already defined in the Hotel Descriptive information and the Rate information.

The Request is usually a corporation sending requirements to a hotelier requesting a proposal for negotiated room rates. This would be used for an initial request, a renegotiate or an accept/deny. The response is usually sent by a hotelier. It contains various levels of details based on the Request. In many cases this will be a simple acknowledgement because human intervention is necessary to obtain full details. When these details are available, the hotel will send them in the Notif Request.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRFP.xsd

### Message Pair Use Cases

*A corporate client requests a new negotiated rate from a hotel*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRFP_TransientRQ.xml</a>   | View/Download: <a href="#">OTA_HotelRFP_TransientRS.xml</a>  |
| <p>Johnny Quest, Corporate Travel Officer, from Quest Corporation has to accommodate Quest's traveling sales staff that travels primarily to Los Angeles, California. Quest currently has a negotiated rate at the Los Angeles International Airport Marriott (LAXAP) and would like to request a negotiated rate for next year. He will require 1500 room nights for the next year. Johnny is very familiar with the hotel amenities and is interested in only the new rate that will be offered.</p> <p>Quest Corporation<br/>123 Main Street</p> | <p><i>A response message comes back acknowledging receipt and saying details will be sent within 48 hours.</i></p> |

|   |  |
|---|--|
| <p>Chicago, IL 60606<br/>johnny@quest.com<br/>Phone: 1-312-555-1212<br/>Fax: 1-312-555-1234</p> <p>Because Johnny is familiar with the hotel amenities and only needs new rate information he will use the OpenTravel Code List "RFP Response Category Codes (RRC)" Code 1 for Client and Rate Information.</p> |  |
|---|--|

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## 10.30 OTA\_HotelRFP\_TransientNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel RFP Transient Notif message pair is typically used by a hotel to push detailed or updated information to an original [OTA\\_HotelRFP\\_TransientRQ](#) message. The OTA\_HotelRFP\_TransientNotifRS is a simple acknowledgement for receipt of the Notif Request.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelRFP.xsd

### Message Pair Use Cases

*A hotel sends the details of negotiated rates to a corporate client*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRFP_TransientNotifRQ.xml</a>  | View/Download: <a href="#">OTA_HotelRFP_TransientNotifRS.xml</a>         |
| <p>LAXAP requires that a minimum annual room night production be 1500. The rate is \$105 US Dollars good from January 1, 2005 through December 31, 2005.</p> <p>This rate will apply only to standard (GENR) rooms with two queen beds or one king bed and is exclusive of a 14% room tax. The rate is non-commissionable. Reservations must be guaranteed for late arrival with a credit card. Reservations must be cancelled by 6pm on the day of arrival in order to avoid a penalty. Blackout dates are in effect from January 20, 2005 through January 27, 2005 for a special event that will be hosted in Los Angeles.</p> <p>Hotel Contact- Sales Manager<br/>Jane West<br/>Los Angeles Airport Marriott<br/>5855 West Century Boulevard<br/>Los Angeles, California 90045 USA<br/>Phone: 1-310-641-5700<br/>Fax: 1-310-337-5358</p> | <p><i>Johnny Quest receives the message from LAXAP successfully.</i></p> |

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## 10.31 OTA\_HotelRoomListRQ/RS

### Message Pair Overview

The OpenTravel Hotel Room List message pair provides the ability to create, modify, and cancel rooming list reservations. The rooming list message accommodates both the group travel market (meetings and conventions) and the tour market (wholesale).

In the case of group or tour reservations, travelers' reservations are booked into contractually reserved space, instead of publicly available room inventory. Group room blocks are specific to a range of nights and are tied to an event at a location, whereas tour blocks are generally a set number of rooms held at a location for an extended period of time (often an annual basis).

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A meeting planner requests a room list with individual names and associated payments*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRoomListRQ.xml</a>  | View/Download: <a href="#">OTA_HotelRoomListRS.xml</a>   |
| <p>This use case assumes that the block at the hotel is already established: Sally S. Smith (s.smith@bpa.com) with meeting/planner agency "Builder's Planning Agency" (www.bpa.com) has established a block of 100 rooms at the Hilton New York for John Jones with the "National Association of Hotel Builders".</p> <p>Builder's Planning Agency will be sending a request to, and receiving a response directly from, the New York Hilton on the behalf of John Jones with the National Association of Hotel Builders. The block was set up 6 months in advance for June 10 – 15, 2003. The block cut-off was set at May 15, 2003 and all rooms must be guaranteed. The 100 rooms consisted of 50 rooms with double beds, 50 rooms with single beds, 5 of which are complimentary rooms based on the pick-up of 90% of the room block. The room rate, for both</p> | <p><i>The response message for this request is the confirmation number for each room and each person. In addition to the confirmation number for each guest, the address and phone number of each is returned.</i></p> |

|  |  |
|--|--|
| <p>types of rooms, is the same at \$125 USD.</p> <p>On March 15, 2003 the Builder's Planning Agency sends a request message to the Hilton New York, requesting 2 single rooms for two additional meeting attendees. The 2 single rooms only have one guest name attached to each. In addition, a form of payment via a credit card is attached to each room.</p> |  |
|--|--|

*A meeting planner requests a room list in APEX format*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_HotelRoomListRQ2.xml</a>   | View/Download: <a href="#">OTA_HotelRoomListRS2.xml</a>                                  |
| <p>This is an example using the data fields from the APEX hotel rooming list form, although it is shown here in a modified format.</p> <p><a href="#">Click here for the submitted RFP information.</a></p> | <p><i>The response message indicates that the request was successfully received.</i></p> |

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## 10.32 OTA\_HotelSearchRQ/RS

### Message Pair Overview

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

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

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

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

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

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

The steps of the use case proceed as follows:

- The Customer or agent requests a list of properties based on the desired criteria.
- The system returns a list of properties that meet the criteria.
- (The requirement to identify the search criteria needed is effectively a system-level precondition for the message to be formulated, since a search for all the hotels in the world would not be feasible nor a reasonable request).

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

- The Customer or agent refines the desired criteria to narrow the list of properties.
- The system returns a list of properties that meet the refined criteria.
- Possible business processing errors include:

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

*Example:*

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

## OpenTravel Data Dictionary

- [Hotel Schema](#)

## OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

## Message Pair Use Cases

*A travel agent requests a list of hotels that meet customer specified criteria*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelSearchRQ.xml</a>   | View/Download: <a href="#">OTA_HotelSearchRS.xml</a>   |
| <p>A traveler, Miss Priscilla Wallis, goes to the “CDEFG” travel agency located in Miami, Florida to book a hotel room in Paris during summer 2005. She does not know any hotels in Paris and wants to get a selection of hotel properties corresponding to her criteria:</p> <ul style="list-style-type: none"> <li>• The property should be located within 2 miles maximum from the Eiffel tower.</li> <li>• The property should have wireless internet access in the room</li> <li>• The property should have non smoking rooms</li> <li>• CNN must be available in the Room</li> </ul> <p>There is no preference regarding the Hotel chain.</p> <p>The travel agent from the “CDEFG” travel agency is requesting a hotel list on his terminal, based on the criteria provided by Miss Wallis. This request is sent to the “Super-HL” system using OTA_HotelSearchRQ.</p> | <p><i>A list of the hotels corresponding to the requested criteria is returned to the travel agent’s terminal.</i></p> <p>Information returned includes the criteria that was specified and matching Hotel name, Hotel chain, Relative position (N-S-E-W) of the hotel from the point of reference requested (Eiffel Tower), Distance of the hotel from the point of reference and Transportation available at the hotel location.</p> |

|   |  |
|---|--|
| The Vendor ID of the "CDEFG" travel agency is "FG".<br>The Code of the "Super-HL" system is "SH". |  |
|---|--|

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## 10.33 OTA\_HotelStatsRQ/RS

### Message Pair Overview

The OpenTravel Hotel Statistics message pairs provide two separate request/response pairs of messages to support the functionality of updating other systems with statistical data.

The first message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office.

The second message set assumes a pull model, where the centralized system requests a specific report (as agreed by trading partners) for a specific fiscal date.

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

In the [push model](#), the sending system will send a report using the [OTA\\_HotelStatsNotifRQ](#) message and the receiving system will acknowledge its receipt of that report using the [OTA\\_HotelStatsNotifRS](#) message as described in this section.

OTA\_HotelStatsRQ—Sends a request for a report to another system. All the elements and attributes are optional, unless otherwise stated as required.

OTA\_HotelStatsRS—Returns the requested report if the request can be processed, or includes Warnings from business processing rules or Errors if the request did not succeed.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A hotel revenue management system requests a report from a hotel reservation system that was previously sent via an OTA\_HotelStatsNotifRQ message*

| Request Message                                     | Response Message                                    |
|---|---|
| View/Download: <a href="#">OTA_HotelStatsRQ.xml</a> | View/Download: <a href="#">OTA_HotelStatsRS.xml</a> |

|  |   |
|--|---|
| <p><a href="#">This use case was derived from the use case for OTA_HotelStatsNotifRQ/RS.</a></p> <p>A revenue management system (RMS) user selects an option to have the RMS send the CRS a request for the previously received report to be resent and reprocessed. This is accomplished by sending the report code and the fiscal date of the report as well as the hotel and chain code in the request message.</p> | <p><i>The response message has the same internal structure as the OTA_HotelStatsNotifRQ message, with elements that relate it to the request in the OTA_HotelStatsRQ message.</i></p> |
|--|---|

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## 10.34 OTA\_HotelStatsNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel Statistics message pairs provide two separate request/response pairs of messages to support the functionality of updating other systems with statistical data.

The first message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office.

The second message set assumes a pull model, where the centralized system requests a specific report (as agreed by trading partners) for a specific fiscal date.

In the [push model](#), described in this section, the sending system sends a report using the OTA\_HotelStatsNotifRQ message and the receiving system will acknowledge its receipt of that report using the OTA\_HotelStatsNotifRS message as described in this section.

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

OTA\_HotelStatsNotifRQ—Sends a report to another system. All the elements and attributes are optional, unless otherwise stated as required.

OTA\_HotelStatsNotifRS—Returns acknowledgement that the report has been successfully received, or includes Warnings from business processing rules or errors if the request did not succeed.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A hotel reservation system sends "Current Total Data" and "Current Segment Data" reports to a revenue management system*

| <b>Request Message</b>                                   | <b>Response Message</b>                                  |
|--|--|
| View/Download: <a href="#">OTA_HotelStatsNotifRQ.xml</a> | View/Download: <a href="#">OTA_HotelStatsNotifRS.xml</a> |
| A hotel reservation system sends data to a revenue       | A response message is sent acknowledging the             |

|  |   |
|--|---|
| <p>management system on December 2nd 2004 for the Inn on Fifth Hotel after completing the end of day process for December 1st, 2004.</p> <p>In the data set for each property there are two reports: Current Total Data and Current Segment Data. The Current Total Report sends the following values by Room Type for the next 365 days: Room Capacity, Rooms Out of Order, Rooms Not Available (not including Out of Order), Rooms Sold, Room Arrivals, Room Departures, Total Revenue, Room Revenue and F&amp;B (Food and Beverage) Revenue. The Current Segment Report sends the following values by Market Segment and Room Type for the next 365 days: Rooms Sold, Room Arrivals, Room Departures, Total Revenue, Room Revenue, and F&amp;B Revenue.</p> <p><u><a href="#">Click here for the sample report information.</a></u></p> | <p><i>request message was successful.</i></p> |
|--|---|

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## 10.35 OTA\_HotelStayInfoNotifRQ/RS

### Message Pair Overview

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

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

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelReservation.xsd

### Message Pair Use Cases

*A hotel property management system sends check-out folio charge information to a hotel revenue management system*

| Request Message   | Response Message   |
|---|--|
| View/Download: <a href="#">OTA_HotelStayInfoNotifRQ.xml</a>   | View/Download: <a href="#">OTA_HotelStayInfoNotifRS.xml</a>  |
| <p>Mr. Dieter Gastwart, a Marriott Rewards member, stayed at the J.W. Marriott Hotel Pennsylvania Avenue in Washington, DC from Oct. 18-21. When he checked out of his room, the hotel's PMS (Property Management System) formatted <a href="#">Mr. Gastwart's hotel folio charges</a>, together with those for all the other guests who checked out that day, into the OTA_HotelStayInfoNotifRQ message that was sent to Marriott Corporate Headquarters that night.</p> <p>The message provided a breakdown of each guest's charges by type of revenue to allow reporting for each revenue category by hotel, region and brand.</p> | <p><i>In response to the notification message, Marriott's system returned the OTA_HotelStayInfoNotifRS message as an acknowledgement that the message was successfully received.</i></p> |

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## 10.36 OTA\_HotelSummaryNotifRQ/RS

### Message Pair Overview

The OpenTravel Hotel Summary Notification message notifies a booking source of the general availability status of the hotel; indicating whether it is Open, Closed, or OnRequest, which means that a hotel is available to take reservations but is limited by restrictions. This notification can be used to update the status of the hotel and may be coupled with other notifications, such as the Booking Rule, Availability, or Rate Amount notifications to convey the general availability, rates, and restrictions in effect at a given time.

The availability status of a hotel may be affected by Yield Management System calculations. On a historical basis, a specific period of time may support higher rates or greater occupancy and thus limit the general availability of the hotel. Rate hurdles establish an open/closed situation based upon the number of units available.

If a hotel is open, the Hotel Summary Notification message communicates the minimum and maximum rate at which bookings can be made. As the rates and availability of a hotel property change, status messages are sent frequently (often daily) to reservation sources to notify them of the availability of the hotel for booking purposes.

During a particularly busy time, a hotel may be partially booked with only a few rate plans or room types remaining available. When a travel agent contacts that hotel to book a reservation for the guest, a message may be returned indicating that the hotel is "On Request". This means that the property has some availability and the requesting system needs to make another request using a Hotel Availability Request ([OTA\\_HotelAvailRQ/RS](#)) to determine the specific availability.

A return of "On Request" indicates that a hotel is not closed, but is sufficiently full that a booking request may fail depending upon what is requested.

### OpenTravel Data Dictionary

- [Hotel Schema](#)

### OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd

### Message Pair Use Cases

*A hotel sends a travel agent system a summary notification with need dates and discounts available*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_HotelSummaryNotifRQ.xml</a>  | View/Download: <a href="#">OTA_HotelSummaryNotifRS.xml</a>  |
| Marriott International has an agreement with JustInTime Travel to provide snapshots of availability | <i>In response to the notification message, JustInTime Travel returns the OTA_HotelSummaryNotifRS</i> |

|   |   |
|---|---|
| <p>for hotels where there is a specific need for bookings.</p> <p>The Raleigh, NC area was originally scheduled to be the host city for a national basket weaving exhibition, however, the organization sponsoring it had to cancel the event due to a worldwide shortage of reeds. The Raleigh Marriott Crabtree Valley, host hotel for the exhibition, has a sudden supply of rooms for February 15-21, and wants to notify JustInTime Travel of these “need dates” and the wide availability of discounts to encourage bookings.</p> <p>The notification message sent to JustInTime Travel provides the dates along with a range of available rates within the date range.</p> | <p><i>message as an acknowledgement that the message was successfully received.</i></p> |
|---|---|

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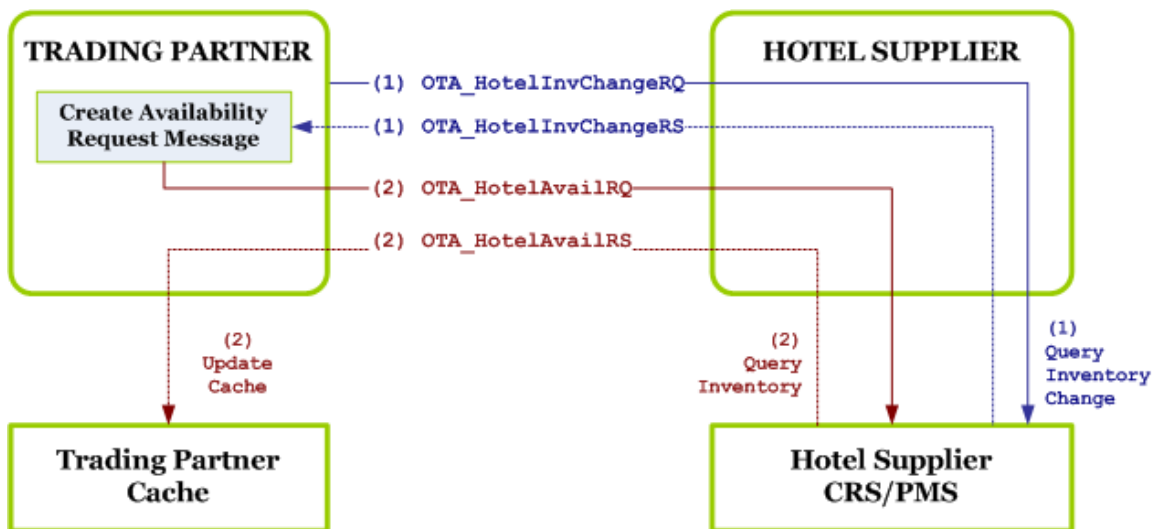
## 10.37 OTA\_HotelInvChangeRQ/RS

### Message Pair Overview

The OpenTravel Hotel Inventory Change message pair facilitates streamlined hotel inventory availability transactions for trading partners that cache hotel rates and availability information from hotel suppliers.

The messages are designed to alleviate two significant challenges faced by both hotel suppliers and their trading partners, which are out of synch caches and rising infrastructure/support costs associated with handling a high volume of availability transactions.

The OpenTravel Hotel Inventory Change message pair is used in combination with the Hotel Availability (OTA\_HotelAvailRQ/RS) messages as described below. In this scenario, two trading partners are involved, where Partner A is a hotel supplier and Partner B is an online booking service:



In step 1, Partner B sends a Hotel Inventory Change request message with their specified criteria that includes a timestamp of the last time they made a Hotel Inventory Change request and the information categories they want to update in their cache, which may be rates data, availability data or both. Depending on the trading partner agreement between the two partners, Partner B may also specify more granular search criteria in their Hotel Inventory Change request, such as chain code, rate plan codes, promotion codes and geographical areas, such as a city.

Partner A processes the request message and sends a response message to Partner B with a list of hotel codes that should be updated in Trading Partner B's cache. Note that Partner A may additionally specify rate plan ID's and room types (for each returned hotel code) that should be updated in Partner B's cache.

In step 2, Partner B sends an OpenTravel Hotel Availability request message to Partner A that includes a list of inventory items (that were included in the response message returned from Step 1) that require a cache update, and subsequently receives the requested information in the Hotel Availability response message from Partner A.



## OTA\_HotelInvChangeRQ Request Message Overview

This message enables a trading partner's system to request hotel inventory items that have availability and/or rate changes and therefore should be updated in a trading partner's cache. There are several methods that may be used to specify rates and availability cache parameters and search criteria in the OTA\_HotelInvChangeRQ message, including categories of hotel inventory information and the time period for the cache information to be returned.

## OTA\_HotelInvChangeRS Response Message

This message identifies hotels which have availability and/or rate changes and therefore should be updated in a trading partner's cache. The information in the response message will indicate if an OTA\_HotelAvailRQ is required to refresh the trading partner's data cache. All hotel rates and availability information in the OTA\_HotelInvChangeRS message is returned by Hotel Code.

There are several options that may be used to return rates and availability information in the OTA\_HotelInvChangeRS message as described below:

A change date mask may be returned in the message (@ChangeDateMask) and if it is, it's a 28 to 31 character string that represents up to 31 days in a month. The string is comprised of zeros and ones with a zero representing no change for a month day and a 1 indicating a change. The @ChangeDateMask is used in conjunction with the @Start and @End (date) attributes in the <TimeSpan> element. A sample change date mask for the month of July is "0000001100011010100011100110001".

Room Type Codes may be returned in the message (@RoomTypeCode) and if they are, they may be used in a subsequent Hotel Availability request to further fine-tune the rates and availability data to be updated in the cache. An example of including Room Type Codes (that have been returned in an OTA\_HotelInvChangeRS message) in a subsequent OTA\_HotelAvailRQ message is:

```
<AvailRequestSegments>
  <AvailRequestSegment>
    <HotelSearchCriteria>
      <Criterion>
        <HotelRef HotelCode="LONST"/>
        <StayDateRange End="2010-09-30" Start="2010-07-07"/>
        <RoomStayCandidates>
          <RoomStayCandidate RoomTypeCode="UZ-95844"/>
          <RoomStayCandidate RoomTypeCode="UZ-96666"/>
          <RoomStayCandidate RoomTypeCode="UZ-99999"/>
        </RoomStayCandidates>
      </Criterion>
    </HotelSearchCriteria>
  </AvailRequestSegment>
</AvailRequestSegments>
```

Rate Plan Codes may be returned in the message (@RatePlanCode) and if they are, they may be used in a Hotel Availability request to further fine-tune the rates and availability data to be updated in the cache. An example of including Room Type Codes (that have been returned in an OTA\_HotelInvChangeRS message) in a subsequent OTA\_HotelAvailRQ message is:

```
<AvailRequestSegments>
  <AvailRequestSegment>
    <HotelSearchCriteria>
      <Criterion>
        <StayDateRange End="2010-09-30" Start="2010-07-07"/>
        <RatePlanCandidates>
          <RatePlanCandidate RatePlanID="AAA">
            <HotelRefs>
              <HotelRef HotelCode="LONST"/>
              <HotelRef HotelCode="LONSU"/>
              <HotelRef HotelCode="LONHB"/>
            </HotelRefs>
          </RatePlanCandidate>
        </RatePlanCandidates>
      </Criterion>
    </HotelSearchCriteria>
  </AvailRequestSegment>
</AvailRequestSegments>
```

## Notes and Considerations for Implementers

1. Methods and frequencies of caching hotel rates and availability information are typically specified through a trading partner agreement between the hotel supplier and the trading partner caching the hotel information.
2. Specific hotel inventory information: Hotel suppliers typically provide a list of their chain, brand and hotel code information to their trading partners. You should obtain this information directly from your hotel supplier trading partner or other intermediary partner, such as a GDS.
3. Granularity of hotel inventory cache information requested and returned: The flexibility of the OTA\_HotelInvChangeRQ/RS message pair supports very simple to fairly complex implementations. For example, a simple implementation may send a request message with one or more hotel codes specified and have only hotel codes that require cache updates returned. A more complex implementation may include multiple rate plan criteria (such as rate plan types, ID's, and codes) instead of a collection of hotel codes and utilize a "change date mask" in the response that indicates on a day of the month basis the cache information to be updated. You should discuss implementation options with your trading partner.
4. Point of sale information: There are a variety of methods used by hotel suppliers to exchange web services with their trading partners. For example, hotel supplier systems may vary in the point of sale (or message initiator) information they require in a Hotel Inventory Change request/response messages—or they may have an implementation where no point of sale information is required in the messages exchanged. You should check with your trading partner to see if they require point of sale information, and if so, if they require any of the following common point of sale attributes (note that this list does not include all the attributes and elements in the point of sale <POS> element):
  - RequestorID/@Type - A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
  - RequestorID/@ID - An identifier of the entity making the request (e.g. ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents. (ABTA)).

Additionally, some hotel provider systems may require an authentication password in the point of sale element (@MessagePassword) in the Hotel Inventory Change request message. Should an authentication password be required, the password may change at an agreed upon frequency and your web services may need a method to access a stored authentication password.

5. Cache timestamp accessible by your web services: When making a Hotel Inventory Change request, a timestamp (@CacheFromTimestamp) must be included that specifies the last time a Hotel Inventory Change request was made to the hotel supplier. Accordingly, your web services may need a method to access, update (keep current based on the last OTA\_HotelInvChangeRQ request) and store this value.

6. The method of indicating that no hotel inventory information needs to be updated in the cache may vary by hotel supplier and you should discuss implementation options with your trading partner. For example, some hotel supplier systems may simply return an OTA\_HotelInvChangeRS message with a <Success> element; while others may use the <Warnings> element to return a notification that no cache information is available (or needs to be updated) based on the specified search criteria.

## OpenTravel Data Dictionary

- [Hotel Inventory Change Notification Schema](#)
- [Hotel Schema](#)

## OpenTravel Message Includes

- OTA\_HotelCommonTypes.xsd
- OTA\_CommonTypes.xsd

## Message Pair Use Cases

### *Request inventory change for specified hotel codes*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_HotelInvChangeRQ100.xml</a>   | View/Download: <a href="#">OTA_HotelInvChangeRS101.xml</a>   |
| A travel agency trading partner that is caching hotel rates and availability information makes a request to a hotel trading partner for both rates and availability changes for four hotel codes. Note that in this example, the hotel trading partner requires an authentication password in the request message. | <i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes that require updated rates and availability data in the travel agency trading partner cache.</i>   |
|  | <b>Response Message</b><br>View/Download: <a href="#">OTA_HotelInvChangeRS102.xml</a><br><br><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes with specific room type codes that need to be updated in the travel agency trading partner cache.</i> |
|  | <b>Response Message</b>  |

|   |   |
|---|---|
|   | <p>View/Download: <a href="#">OTA_HotellnvChangeRS103.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes with rates and availability data that require updated rates and availability data in the travel agency trading partner cache for a designated date change mask.</i></p>  |
|   | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS104.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier but no rates and availability data has changed for the specified hotel codes. Note that the hotel supplier returns a business warning advising the trading partner that there is no information that requires cache update.</i></p> |
| <p><b>SAMPLE (FOLLOW-UP) HOTEL AVAILABILITY REQUEST MESSAGE</b></p> <p>View/Download: <a href="#">OTA_HotelAvailRQ100.xml</a></p> <p>A travel agency trading partner that is caching hotel rates and availability information has made an OTA_HotellnvChangeRQ request and has received the response that contains the rates and availability changes for four hotel codes that need to be updated in the cache. This sample hotel availability request includes the results from the OTA_HotellnvChangeRS message.</p> |   |

*Request inventory change for specified hotel codes and rate plan*

|  |   |
|--|---|
| <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRQ200.xml</a></p>  | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS201.xml</a></p>  |
| <p>A merchant trading partner that is caching hotel rates information makes a request to a hotel trading partner for rates changes for four specified hotel codes that have Triple AAA rate plans.</p> | <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes that require updated rates data in the merchant trading partner cache for Triple AAA rate plans.</i></p>   |
|  | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS202.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes with specific room types and rate plan codes that need to be updated in the merchant trading partner cache for Triple AAA rate plans.</i></p> |

|   |  |
|---|--|
|   | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS203.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier but no availability and rates information has changed for Triple AAA rate plans for the specified hotel codes. Note that the hotel supplier returns a business warning advising the trading partner that there is no information that requires cache update.</i></p> |
| <p><b>SAMPLE (FOLLOW-UP) HOTEL AVAILABILITY REQUEST MESSAGE(S)</b></p> <p>View/Download: <a href="#">OTA_HotelAvailRQ200.xml</a></p> <p>A merchant trading partner that is caching hotel rates and availability information has made an OTA_HotellnvChangeRQ request and has received the response that contains hotel codes with specific room types and rate plan codes that need to be updated in the merchant trading partner cache for Triple AAA rate plans. This sample availability request includes the results from the OTA_HotellnvChangeRS message.</p> |  |
| <p>View/Download: <a href="#">OTA_HotelAvailRQ500.xml</a></p> <p>A travel agency trading partner that is caching hotel rates and availability information has made an OTA_HotellnvChangeRQ request and has received the response that contains the room type codes by hotel code that need to be updated in the cache. This sample availability request includes the results from the OTA_HotellnvChangeRS message.</p>   |  |

*Request inventory change for specified city and chain code*

|  |  |
|--|--|
| <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRQ300.xml</a></p>  | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS301.xml</a></p>   |
| <p>A travel agency trading partner that is caching hotel rates and availability information makes a request to a hotel trading partner for rates and availability changes for a specified city ("Chicago") and hotel chain code.</p> | <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes in Chicago with rates and availability data that should be updated in the travel agency trading partner cache.</i></p>  |
|  | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotellnvChangeRS302.xml</a></p> <p><i>The transaction was processed successfully by the hotel trading partner and the response message includes specific room type and rate plan codes for hotel codes in Chicago with rates and availability data that should be updated in the travel agency trading partner cache.</i></p> |
|  | <p><b>Response Message</b></p>   |

|  |   |
|--|---|
|  | <p>View/Download: <a href="#">OTA_HotelInvChangeRS303.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes in Chicago with rates and availability data that require updated rates and availability data in the travel agency trading partner cache for a designated date change mask.</i></p> <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotelInvChangeRS304.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier but no availability and rates information has changed for hotel codes in Chicago. Note that the hotel supplier DOES NOT return a business warning advising the trading partner that there is no information that requires cache update in this example.</i></p> |
| <p><b>SAMPLE (FOLLOW-UP) HOTEL AVAILABILITY REQUEST MESSAGE</b></p> <p>View/Download: <a href="#">OTA_HotelAvailRQ300.xml</a></p> <p>A travel agent trading partner that is caching hotel rates and availability information has made an OTA_HotelInvChangeRQ request and has received the response that contains hotel codes in the city of Chicago that need to be updated in the travel agent trading partner cache. This sample availability request includes the results from the OTA_HotelInvChangeRS message.</p> |   |

*Request inventory change for specified promotion code*

|  |  |
|--|--|
| <p><b>Request Message</b></p> <p>View/Download: <a href="#">OTA_HotelInvChangeRQ400.xml</a></p> <p>A travel agency trading partner that is caching hotel availability information makes a request to a hotel trading partner for availability changes for a specified promotion code ("TWOFFREE").</p> | <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotelInvChangeRS401.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier and the response message includes hotel codes participating in the "TWOFFREE" promotion code with rates and availability data that should be updated in the travel agency trading partner cache.</i></p> <p><b>Response Message</b></p> <p>View/Download: <a href="#">OTA_HotelInvChangeRS402.xml</a></p> <p><i>The transaction was processed successfully by the hotel supplier and the response message includes specific room type and rate plan codes for hotel codes participating in the "TWOFFREE" promotion code with rates and availability data that should be updated in the travel agency trading partner cache.</i></p> |
|--|--|

|  |   |
|--|---|
|  | <b>Response Message</b><br>View/Download: <a href="#">OTA_HotelInvChangeRS403.xml</a><br><br><i>The transaction was processed successfully by the hotel supplier but no availability and rates information has changed for hotel codes participating in the "TWOFREE" promotion code. Note that the hotel supplier DOES NOT return a business warning advising the trading partner that there is no information that requires cache update in this example.</i> |
| <b>SAMPLE (FOLLOW-UP) HOTEL AVAILABILITY REQUEST MESSAGE(S)</b><br>View/Download: <a href="#">OTA_HotelAvailRQ400.xml</a><br><br>A travel agent trading partner that is caching hotel rates and availability information has made an OTA_HotelInvChangeRQ request and has received the response that contains hotel codes participating in the TWOFREE promotion that need to be updated in the travel agent trading partner cache. This sample availability request includes the results from the OTA_HotelInvChangeRS message. |   |

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# Section 11— TRAVEL INSURANCE MESSAGES

## Messages Overview

Travel Insurance is insurance that is intended to cover medical expenses and financial (such as money invested in nonrefundable pre-payments) and other losses incurred while traveling, either within one's own country or internationally.

Temporary travel insurance can usually be arranged at the time of the booking of a trip to cover exactly the duration of that trip, or a more extensive, continuous insurance can be purchased from travel insurance companies, travel agents or directly from travel suppliers such as cruise lines or tour operators.

Unlike other travel services offered by traditional suppliers of travel products (hotels, airlines, etc.), insurance availability is *not affected* by a limited or finite inventory. Instead, availability is determined by qualification factors (age of travelers, cost of trip, destination, etc.)

OpenTravel's Travel Insurance messages provide the functionality to offer travel insurance for a variety of travelers, including individuals, couples, families and business employees. Business functionality supported through these travel insurance messages is described below.

**SEARCHING FOR TRAVEL INSURANCE:** The Insurance Plan Search message pair ([OTA\\_InsurancePlanSearchRQ/RS](#)) provide a method for insurance agents and 3rd party vendors to obtain a list of available insurance products, as well as perform searches to find insurance products that meet certain requirements (length of coverage, number of travelers, residence/citizenship restrictions, etc) from an insurance company or intermediary.

To perform a basic product search to discover what plans are available, an insurance agent or vendor only needs to pass a form of acceptable identification to the insurance provider (insurance agency number, affiliate program id, etc.) The basic product search response returns a list of insurance products available to the selling agent, along with full descriptions of the products and insurance providers (if requested).

The Insurance Plan Search message pair also provide more advanced search functionality, including:

- Allowing vendors to pass a number of identifying codes to the insurance provider so that the provider can retrieve the plans available to that specific vendor.
- Allowing the searcher to specify preferences on different coverage's, including baggage and medical.
- Allowing the searcher to request coverage limits, including deductibles, policy limits and individual limits.
- Allowing the searcher to specify details for *each* of the trips for which insurance coverage is being searched for, including travel sectors, total trip cost, maximum trip length and covered trips (Multi-Trip plans only.)
- Allowing the searcher to provide traveler information, including birth date, gender, address, relationship to the primary insured, country of citizenship, flight accident coverage (the amount of flight accident protection (FAP) requested by the traveler if offered by the insurance plan), descriptions of covered luggage and equipment, and pre-existing conditions.

**QUOTING TRAVEL INSURANCE:** The Insurance Quote message pair ([OTA\\_InsuranceQuoteRQ/RS](#)) provide



request/response messages to an insurance vendor for prices for insurance services. The quote response returns pricing information for specific insurance plans carried by the vendor that meet the customer's requirements.

In addition to price quotations, the insurance quote response also returns to the requester details about the insurance company providing the quote, contact people/numbers if the requester needs more information, any restrictions on the policy, and booking details.

**BOOKING (PURCHASING) TRAVEL INSURANCE:** The Insurance Book message pair resemble the insurance quote request in structure and contents. The insurance book request is contained within the *OTA\_InsuranceBookRQ* root element and contains one or more *PlanForBookRQ* elements. The Insurance Book response message returns to the requester the details about the insurance plan(s) booked as well as confirms the information that was sent with the insurance book request message.

## Messages List

11.0 [OTA\\_InsuranceCommonTypes.xsd](#)

11.1 [OTA\\_InsurancePlanSearchRQ/RS](#)

11.2 [OTA\\_InsuranceQuoteRQ/RS](#)

11.3 [OTA\\_InsuranceBookRQ/RS](#)

## Use Case Quick Links

1. [A travel agent searches for available travel insurance plans](#)
2. [A travel agent searches for travel insurance for customers with ages and trip details provided](#)
3. [A customer requests a quote for flight protection & accident insurance coverage](#)
4. [A customer purchases flight insurance using a credit card](#)

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## 11.1 OTA\_InsurancePlanSearchRQ/RS

### Message Pair Overview

The OpenTravel Insurance Plan Search message pair provide a method for insurance agents and 3rd party vendors to obtain a list of available insurance products, as well as perform searches to find insurance products that meet certain requirements (length of coverage, number of travelers, residence/citizenship restrictions, etc) from an insurance company or intermediary.

To perform a basic product search to discover what plans are available, an insurance agent or vendor only needs to pass a form of acceptable identification to the insurance provider (insurance agency number, affiliate program id, etc). The basic product search response returns a list of insurance products available to the selling agent, along with full descriptions of the products and insurance providers (if requested).

The Insurance Plan Search message also provides more advanced search functionality. In addition to identification, the searching agent may also indicate the length of a trip to be insured, specifics about the traveling individuals, benefit needs, destinations, etc. This more specific product search response would return a group of insurance products that most closely meets the requirements of the search parameters, along with full descriptions of the products and insurance providers (if requested).

### OpenTravel Data Dictionary

- [Travel Insurance](#)

### OpenTravel Message Includes

- OTA\_InsuranceCommonTypes.xsd

### Message Pair Use Cases

*A travel agent searches for available travel insurance plans*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_InsurancePlanSearchRQ.xml</a>   | View/Download: <a href="#">OTA_InsurancePlanSearchRS.xml</a>  |
| <p>An agent (Agent123) of InsComp Insurance Company wants a list of available plans. A request is sent to InsComp to retrieve plans offered. InsComp offers a variety of plans and not all plans that InsComp offers can be sold by Agent123.</p> <p>Agent123 sends a request containing his/her agency ID number to the InsComp system responsible for advising on available plans.</p> | <p><i>In response, InsComp sends back information on the plans that may be sold by Agent123.</i></p> <p>There are 6 plans: Comprehensive - Silver, Comprehensive - Gold, Comprehensive - Platinum, Emergency Medical Evacuation, Travel Medical - Silver, Travel Medical - Gold.</p> <p>The plan listings expire after 30 days.</p> |

*A travel agent searches for travel insurance for customers with ages and trip details provided*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_InsurancePlanSearchRQ2.xml</a>  | View/Download: <a href="#">OTA_InsurancePlanSearchRS2.xml</a>  |
| An insurance agent (Agent123) is querying an insurance company (InsComp) to learn what travel protection products are available for his clients (John and Jane Doe) who are about to leave on a 15 day vacation. The following information is known: The agency ID assigned by the insurance company to Agent123, the ages of the travelers, and the length of their trip. Agent123 sends a request to the insurance company containing his/her agency ID number and some specific information about the Doe's upcoming trip. Agent123 has requested that detailed information about the available plans be returned along with the names and identifiers of the insurance products. | <i>The Insurance provider InsComp has identified 2 plans that meet Agent123's criteria (one of which is currently marked as "featured" by InsComp's system) and has included detailed descriptions of the plans as requested by Agent123's search request message.</i> |

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## 11.2 OTA\_InsuranceQuoteRQ/RS

### Message Pair Overview

The OpenTravel Insurance Quote message pair is equivalent to a request to an insurance vendor to provide a priced quote for insurance services. The Insurance Quote Response message returns pricing information for specific insurance plans carried by the vendor that meet the customer's requirements, as well as details about the insurance company providing the quote, contact people/numbers if the requester needs more information, any restrictions on the policy, and booking details.

### OpenTravel Data Dictionary

- [Travel Insurance](#)

### OpenTravel Message Includes

- [OTA\\_InsuranceCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer requests a quote for flight protection & accident insurance coverage*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_InsuranceQuoteRQ.xml</a>  | View/Download: <a href="#">OTA_InsuranceQuoteRS.xml</a>   |
| John Smith is taking a trip and wants to check on plans/prices for a trip that costs \$480.00. He wants flight protection coverage and flight accident coverage for \$100,000. John sends a request with information concerning the cost of the trip, his date of birth and the type of coverage he wants. | <i>A response is returned with the name of the insurance plan, plan restrictions, and a breakdown of the cost of the insurance.</i> |

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## 11.3 OTA\_InsuranceBookRQ/RS

### Message Pair Overview

The OpenTravel Insurance Book message pair resembles the Insurance Quote request message in structure and contents. The Insurance Book request is contained within the *OTA\_InsuranceBookRQ* root element and contains one or more *PlanForBookRQ* elements.

The Insurance Book Response message returns to the requester the details about the insurance plan(s) booked as well as confirms the information that was sent with the insurance book request message.

### OpenTravel Data Dictionary

- [Travel Insurance](#)

### OpenTravel Message Includes

- [OTA\\_InsuranceCommonTypes.xsd](#)

### Message Pair Use Cases

*A customer purchases flight insurance using a credit card*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_InsuranceBookRQ.xml</a>   | View/Download: <a href="#">OTA_InsuranceBookRS.xml</a>  |
| Jane Smith wants to purchase flight accident insurance for her husband John who will be making one trip that will not last more than 15 days. The cost of the trip is \$480.00 and she wants to purchase \$100,000 worth of coverage. She will be charging the cost of the insurance to John's credit card. A request message is sent that includes the name of the covered person, the customer purchasing the insurance, address information on both, an emergency contact, and details concerning the required coverage and how it will be charged. | <i>The response received includes policy information such as the policy number, effective dates, a breakdown of the costs, and contact information of the insuring company.</i> |

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# Section 12— PACKAGE TOUR/ HOLIDAY BOOKING MESSAGES

## Messages Overview

A package holiday typically contains a single “pre-defined” offering with or without a choice of basic elements such as transport and accommodation.

The business model for this concept is that allocated blocks of transport and accommodation inventory for a “season” or “brochure period”—typically “Summer” (May to October) and “Winter” (November to April)—are reserved by a tour operator from the supplier and combined into package holiday inventory items that can be set up and sold from a tour operator’s system.

The use cases covered in this document relate to a tour operator selling packages from their internal inventory stock.

A booking can contain any number of itinerary elements, such as transport, accommodation, car rental, extra products or services, special services, extras, etc. Itinerary or journey elements are distinct by type of service and product, place of delivery, date and time the service is offered and can be individually assigned to one or more of the customers involved in the booking.

The parties typically involved in the current business scenarios are comprised of Travel Agents (on behalf of customers) making inquiries and bookings with Tour Operators who publish brochures describing the package tours. The normal interaction medium is currently videotex which, due to the limited screen display size (80 characters x 25 lines), requires a considerable number of message pairs to achieve a booking. However, it is well established and extensively used, with some operators taking the majority of their bookings this way. The intention behind creating the same functionality using XML is to increase the efficiency of the booking process, extend the reach of the tour operators’ systems and expand the information available to the customer.

This document covers four scenarios—Package Availability, Package Extras, Package Costing and Package Booking:

- The Availability step checks a selected package against the supplier’s system providing full details and item-level prices
- The Extras step identifies additional optional items available with the package
- The Costing step calculates the final price for the customer’s selections
- The Booking step completes the cycle by committing the customer to paying for the holiday and the supplier to providing it

Each of these scenarios can be invoked independently of the others, subject to the necessary minimum information being supplied in the request message.

## Messages List

12.0 OTA\_PkgCommonTypes.xsd

12.1 [OTA\\_PkgAvailRQ/RS](#)

12.2 [OTA\\_PkgBookRQ/RS](#)

12.3 [OTA\\_PkgExtrasInfoRQ/RS](#)

12.4 [OTA\\_PkgCostRQ/RS](#)

12.5 [OTA\\_PkgReservation](#)

## Use Case Quick Links

1. [A travel agent requests availability for a specified package holiday](#)
2. [A travel agent books a package with air and hotel components and a special request](#)
3. [A travel agent requests extra facilities information for an available package holiday](#)
4. [A travel agent requests final costing information for an available package holiday with extras](#)

## 12.1 OTA\_PkgAvailRQ/RS

### Message Pair Overview

The OpenTravel Package Availability Request message is designed to establish whether a specific package is available for a specific date and duration for a given number of customers (who may be subdivided by category e.g., Adult, Child etc.)

If the request is satisfied, the enquirer will be provided with a priced breakdown of the package elements. If the request is not satisfied because one or more elements of the package are not available, the enquirer may be provided with a selection of alternatives for that element.

The business use case (see below) that supports this message identifies a customer or agent (person or system acting on behalf of the customer) who requests the availability status of a specific occurrence of a package. The first step in this use case is for the enquirer to supply the details of the package, the stay and the party composition.

The steps of the use case proceed as follows:

- 1) The customer or agent requests the availability of a specific package for a date and duration for a number of passengers.
- 2) The system returns a priced package summary detailing all possible combinations of facilities (where appropriate).

The data returned at step 2 is used as the basis for the Package Booking Request. Additional data that accompanies the response message may include information, which may affect the inquirer's decision on whether to book the package, e.g., building works, unavailable facilities etc.

Where the supplier system is unable to provide costs for all combinations, it may return a basic priced summary with details of the availability of facilities from which the customer must make a choice and submit a revised request in order to get a full costing.

Possible business processing errors include one or more components of the package cannot satisfy the number of passengers for the date and duration requested. The system may return a list of possible alternative components and if the enquirer chooses one from the list as a substitute the use case will restart from step 1.

### OpenTravel Data Dictionary

- [Package Tours](#)

### OpenTravel Message Includes

- OTA\_PkgCommonTypes.xsd



## Message Pair Use Cases

*A travel agent requests availability for a specified package holiday*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_PkgAvailRQ.xml</a>  | View/Download: <a href="#">OTA_PkgAvailRS.xml</a>   |
| <p>A customer has been looking at a holiday brochure for tour operator TakeYouThere.</p> <p>They visit the Getaway agency (ABTA Code 01253) to check if the package K01904 consisting of the Victoria Playa Hotel in Santo Tomas, Minorca with flights between London Gatwick and Mahon is available for 2 adults and one child aged 5, and for 14 nights from June 20, 2005.</p> <p>The agent establishes that the tour operator's code for the hotel is MINAMA and for the flight is 42213 and sends a package availability request message to TakeYouThere.</p> | <p><i>The TakeYouThere system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms.</i></p> <p>The outbound flight series is 42213 and inbound 42713, with flight numbers BY232A and By232B respectively.</p> <p>The brochure basic adult price is £595, but the holiday is currently being sold for £575 and the first child is free.</p> <p>Two room types are available at the hotel, a TWIN3 is included in the price and a DB4BK is available at a supplement.</p> <p>The standard board arrangement is half board, whilst all inclusive is available for £12.50 per night.</p> |

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## 12.2 OTA\_PkgBookRQ/RS

### Message Pair Overview

The OpenTravel Package Booking messages provide confirmed bookings of a package holiday whose availability may or may not have been checked.

An <ActionType> qualifier is available to modify the default "Book" request to simply return a quotation or make a provisional reservation pending authorization of payment details.

If the "Book" action request by a direct customer is satisfied, the enquirer may be requested to provide contact and payment details. On authorization of the payment details, the enquirer will be provided with a booking reference (and, optionally, invoice details for printing).

The book message pair is used to make the actual booking and respond with enough information to create a holiday invoice and itinerary.

The booking request message can have a number of states, including:

- A straight-forward booking
- An option booking, or,
- Confirmation of an option booking.

The response can therefore be either a complete booking response or an option booking response.

### OpenTravel Data Dictionary

- [Package Tours](#)

### OpenTravel Message Includes

- OTA\_PkgCommonTypes.xsd

### Message Pair Use Cases

*A travel agent books a package with air and hotel components and a special request*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_PkgBookRQ.xml</a>  | View/Download: <a href="#">OTA_PkgBookRS.xml</a>   |
| This example shows a booking request for the Jones family traveling on package K09104 to Minorca to stay at the Victoria Playa selling code MINAMA.<br>They are flying from Gatwick to Mahon on flight series | <i>This message will be used in response to either a normal booking request or the confirmation of a previously held option booking.</i><br>The message gives a complete itinerary, passenger listing and costing for the holiday and may be used to |

|  |  |
|--|--|
| <p>42213 on the 20th June 2005.</p> <p>The family has booked using a travel agent - Getaway Travel that has an ABTA number of 01253 and a password of 49628.</p> <p>The agent making the booking is Ann Cook with initials ABC.</p> <p>The family has opted for a DB4BK room in the hotel.</p> <p>They have booked several extras, Mr. Jones an adult flight meal, Mrs. Jones a vegetarian flight meal and Miss Jones a child flight meal.</p> <p>They have also chosen to book a refrigerator.</p> <p>The family has supplied details of their own insurance through Norwich Union.</p> | <p>produce a confirmation invoice by the travel agent.</p> |
|--|--|

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## 12.3 OTA\_PkgExtrasInfoRQ/RS

### Message Pair Overview

The OpenTravel Package Extra Facilities Information message pair is used to provide information on the extra facilities available for a holiday or package.

Extra facilities cover a number of categories of holiday/package add-ons, including flight meals, transfer options, insurance, car hire and upgraded flight seats.

The fact that extra facilities are available for a given package is shown by the *ExtrasInd*="True" being present in the *Package* section of the Package Availability response message.

The selling of Extra facilities is bound by rules that are negotiated between partners, that may include:

- If one person in the party chooses an extra then all the party must have that extra as, e.g. sitting together on a flight must be bought by all of the people on the booking.
- If one person in the party chooses an extra, then everyone in the party must choose from one of a group of extras. For example a number of different flight meals are available and if one person wants a flight meal all the party must choose from one of them.
- The booking of one extra is dependent on another. For example, a child car seat can only be booked if car hire has been selected.

The *Grouping*, *ApplyTo* and *RuleCode* attributes of the extras message are used to describe these rules.

### OpenTravel Data Dictionary

- [Package Tours](#)

### OpenTravel Message Includes

- [OTA\\_PkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A travel agent requests extra facilities information for an available package holiday*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_PkgExtrasInfoRQ.xml</a>   | View/Download: <a href="#">OTA_PkgExtrasInfoRS.xml</a>   |
| This example shows the request for extra facilities available on the Jones family's chosen holiday to the Victoria Playa Hotel in Santo Tomas, Minorca.<br>The request message is relatively simple as it just | <i>The response message to the previous request for information on extra facilities available on the package K09104 to the Victoria Playa in Santo Tomas, Minorca.</i><br>The extras are of a number of different types: |

|   |   |
|---|---|
| <p>contains details of chosen package, departure date, passenger types and ages as appropriate.</p> | <ul style="list-style-type: none"><li>• MLS – Flight Meals. Optional, but if one customer chooses to have a meal then all customers in the party must choose a meal from the group.</li><li>• RQS – Special Request. No guaranteed requests that a customer can make for their holiday. These are non-chargeable and optional.</li><li>• INS – Insurance. Optional for all passengers, but they can only choose one from the group.</li><li>• ECR – Car hire, totally optional and selectable.</li><li>• Transfers--Optional for all passengers, but if one person on the booking requires a transfer then everyone on the booking must choose the same transfer.</li></ul> |
|---|---|

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## 12.4 OTA\_PkgCostRQ/RS

### Message Pair Overview

The OpenTravel Package Cost message pair provides final costing for the package and extras selected by the customer. These messages are expected to be used iteratively, so that several cost message pairs can be used as the customer makes selections of options or room types or extras until they are satisfied with their holiday costing. The Package Cost Response message contains full details of the holiday for clarity on what will be booked.

### OpenTravel Data Dictionary

- [Package Tours](#)

### OpenTravel Message Includes

- [OTA\\_PkgCommonTypes.xsd](#)

### Message Pair Use Cases

*A travel agent requests final costing information for an available package holiday with extras*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_PkgCostRQ.xml</a>  | View/Download: <a href="#">OTA_PkgCostRS.xml</a>   |
| Once again this uses the example of the Jones Family, two adults and one child aged 5, traveling to on package K09104 with a selling code of MINAMA on outbound flight 42213 on the 20th June 2005. The holiday is for 7 nights and the family has chosen to upgrade to a DB4BK room to give them more space. They have their own insurance from Norwich Union and do not require the tour operators insurance. The family chose to book a refrigerator in the room and a set of flight meals, an adult meal for Mr Jones, a vegetarian meal for Mrs Jones and a child meal for Miss Jones. | <i>Costing for the Jones family holiday to the Victoria Playa in Minorca.</i><br>They have chosen to upgrade to a DB4BK room and have elected to take flight meals and book a fridge. The costing is broken down into different elements that make up the total price. |

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## Section 13— DAY TOUR MESSAGES

### Messages Overview

A tour is defined as a discrete and indivisible (for the purposes of booking) travel component which is often undertaken for “experiential” purposes. Examples include a 14-day hike of Machu Picchu, a white-water rafting trip down the Colorado River, or a 4-hour walking tour of Manhattan.

A tour is organized by a provider and is usually (but not necessarily) accompanied by a guide, to assist the consumer with the experience or journey. Tours in this context are seen as separate from package tours. A package tour is a combination of air and hotel segments (and often other transportation components), which can be seen as divisible components. With a package tour, it is sometimes possible for the purchaser to substitute one component for another (e.g. substituting hotels).

A tour as defined here has no components which can be clearly substituted by the purchaser. *Note however that the provider may create the tour using further sub-components, and may substitute components (e.g. changing rafting provider), but this is not observable to the consumer - just as airlines may change a plane for an air-leg without affecting the flight.*

Often a tour is “book-ended” by flights, transfers and hotel stays, and in that respect can become a [packaged tour](#).

### Messages List

13.0 OTA\_PkgCommonTypes.xsd

13.1 [OTA\\_TourInformationNotifRQ/RS](#)

13.2 [OTA\\_TourSearchRQ/RS](#)

13.3 [OTA\\_TourAvailRQ/RS](#)

13.4 OTA\_TourInformation.xsd

### Use Case Quick Links

1. [A new tour notification is sent to distribution channel partners](#)
2. [Updated tour information is sent to distribution partners](#)
3. [Updated tours information is sent from a tour operator to customers](#)
4. [A travel agent searches for tours from a specified tour operator that meet minimum and maximum pricing criteria](#)
5. [A travel agent searches for tours that meet activity and country criteria](#)
6. [A travel agent checks the availability of a specified tour departure](#)

## 13.1 OTA\_TourInformationNotifRQ/RS

### Message Pair Overview

The OpenTravel Tour Information Notification message notifies a booking or search source of one or more new or updated tours held by a supplier or aggregator. The messages includes the complete text descriptions, multimedia items, and categorizations that describe the tour. The departure schedule, which is also supplied, lists when the tour is departing and may also indicate availability. If availability is not supplied, the Tour Availability Request message may be used to check availability with the supplier or aggregator. A price may be supplied, but this price does not guarantee exact pricing. For example, when children, age discounts, etc have to be taken into account, the final price may vary.

### OpenTravel Data Dictionary

- [Day Tours](#)

### OpenTravel Message Includes

- OTA\_TourInformation.xsd

### Message Pair Use Cases

*A new tour notification is sent to distribution channel partners*

| <b>Request Message</b>  | <b>Response Message</b>                                       |
|---|---|
| View/Download: <a href="#">OTA_TourInformationNotifRQ.xml</a>   | View/Download: <a href="#">OTA_TourInformationNotifRS.xml</a> |
| Viator, a wholesaler, has obtained a new tour from Pink Jeep Tours and sends a tour information notification request message with the updated information to its distribution channel partners. | Viator receives a "Success" response.                         |

*Updated tour information is sent to distribution partners*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_TourInformationNotifRQ2.xml</a>  | View/Download: <a href="#">OTA_TourInformationNotifRS2.xml</a> |
| Two tour operators have changed the details of one of their tours and send a tour information notification request message to its distribution partners with the updated information.<br><br>The first tour is a small-ship cruise of Prince William Sound offered by Geographic Expeditions, which can | A "Success" response is received.                              |



|   |  |
|---|--|
| <p>generally be booked to depart for any 6 consecutive days between April and September.</p> <p>The second tour is a winter wildlife tour of Yellowstone National Park offered by Off the Beaten Path, which has 3 specific departures in 2008-- two in February and one in December.</p> <p>Each distribution partner sends a response message indicating it has successfully received the updated tour information.</p> |  |
|---|--|

*Updated tour information is sent from a tour operator to customers*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_TourInformationNotifRQ3.xml</a>  | View/Download: <a href="#">OTA_TourInformationNotifRS3.xml</a> |
| A tour operator, Adventure Central, has changed the details of a number of tours and sends a tour information notification request message with the updated information to its customers. | <i>Adventure Central receives a 'Success' response.</i>        |

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## 13.2 OTA\_TourSearchRQ/RS

### Message Pair Overview

The OpenTravel Tour Search message pair provides a query for information on tours from a distributor to supplier, or from distributor to distributor. The Tour Search Request message asks for tours matching certain selection criteria, and the Tour Search Response message provides details on matching tours.

### OpenTravel Data Dictionary

- [Day Tours](#)

### OpenTravel Message Includes

- OTA\_TourInformation.xsd
- OTA\_PkgCommonTypes.xsd

### Message Pair Use Cases

*A travel agent searches for tours from a specified tour operator that meet minimum and maximum pricing criteria*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_TourSearchRQ.xml</a>   | View/Download: <a href="#">OTA_TourSearchRS.xml</a>   |
| A customer wants a holiday for 2 adults and 2 children (ages 12 and 15) in North America sometime in July 2008 for a total cost of between \$2500 and \$4000. Having had a good experience with Geographic Expeditions last year, he expresses a preference for a tour from them again. Travel Consultant Anne Baker Clarke at We Love Adventures (Agency ID 1253) sends a tour search request message to Viator, a tour wholesaler. Viator sends back a tour search response offering a 5 day sailing tour from Geographic Expeditions in Prince William Sound for \$3500. | A success response is sent with details of the Prince William Sound sailing tour in Alaska. |

*A travel agent searches for tours that meet activity and country criteria*

| <b>Request Message</b>                                  | <b>Response Message</b>                              |
|---|--|
| View/Download: <a href="#">OTA_TourSearchRQ2.xml</a>    | View/Download: <a href="#">OTA_TourSearchRS2.xml</a> |
| A customer wants a hiking holiday for 2 people starting | Adventure Central responds with information on a     |

|   |                               |
|---|-------------------------------|
| on 1st July 2008, preferably in Africa. Travel Consultant Anne Baker Clarke at We Love Adventures (Agency ID 1253) sends a tour search request message to Adventure Central. Adventure Central sends back a tour search response offering a 5 day tour in Angola. | <i>hiking tour in Angola.</i> |
|---|-------------------------------|

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## 13.3 OTA\_TourAvailRQ/RS

### Message Pair Overview

The OpenTravel Tour Availability message pair is used to check the availability of a tour. The Tour Availability Request message defines a specific (single) departure of a specific (single) tour for a specific quantity of travelers. The Tour Availability Response message gives details of the requested tour if available, or a summary of alternative tours if the requested tour is not available.

### OpenTravel Data Dictionary

- [Day Tours](#)

### OpenTravel Message Includes

- OTA\_TourInformation.xsd
- OTA\_PkgCommonTypes.xsd

### Message Pair Use Cases

*A travel agent checks the availability of a specified tour departure*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_TourAvailRQ.xml</a>  | View/Download: <a href="#">OTA_TourAvailRS.xml</a>  |
| After finding a 5 day hiking holiday in Angola for 2 adults starting on 1 July 2008 (using the tour search message), a customer decides they want to take their children as well and depart on 10 May 2008. Travel Consultant Anne Baker Clarke at We Love Adventures (Agency ID 1253) sends a tour availability request message for the chosen tour to Adventure Central. Adventure Central sends back a tour availability response indicating that the departure on that date is available for booking. | <i>Adventure Central responds with a 'success' message indicating that the tour is available on the requested date.</i> |

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# Section 14— TRAVEL ITINERARY MESSAGES

## Messages Overview

The OpenTravel Travel Itinerary message (or Passenger Name Record—PNR) is widely used to integrate, manage and service travel content—which includes: Air, Car, Hotels, Rail, and Tour & Cruise.

The following is a list of travel content information traditionally contained within the Travel Itinerary (including but not limited to):

- Personal Traveler Related Information—Name, Address, Phone, etc.
- Booked Travel Segments—Air, Car, Hotel, Tour/Cruise, etc.
- Ticketing, Pricing & Form of Payment Information
- Special Service Request and Remark Details
- Travel Itinerary or PNR Synchronization
- Complete Travel Itinerary Book Request
- Travel Itinerary Update/Modify
- Travel Itinerary Cancel/Ignore

## Messages List

14.1 [OTA\\_TravellItineraryReadRQ/OTA\\_TravellItineraryRS](#)

## Use Case Quick Links

1. [A travel agent requests a travel itinerary using a reservation number](#)

## 14.1 OTA\_TravellItineraryReadRQ/OTA\_TravellItineraryRS

### Message Pair Overview

The OpenTravel Travel Itinerary message(s) are a combination of existing, OpenTravel schema components or fragments) with some additional components included to make one larger XML Schema that includes a Travel Itinerary.

Accordingly, the following types of travel itineraries may be returned in a Travel Itinerary message:

The OTA\_TravellItineraryRS message model builds upon the component assets via loosely coupling associations between them (either hierarchically or by attribute references) to maximize both flexibility and re-usability.

A request to read (retrieve) a Travel Itinerary is issued using the OTA\_TravellItineraryReadRQ message with a unique ID referencing the itinerary.

The response to a read request, OTA\_TravellItineraryRS may contain a <SpecialServices> element at both the itinerary item level and higher itinerary level. Such hierarchy provides a clear means to associate a specific service element with one item or to multiple items.

This contextual association pattern also applies to the pricing elements <ItemPricing> and <ItineraryPricing>, which directly relate to specific item pricing or subtotal pricing of items respectively. Additionally, content which is related to (e.g., not reserved or owned by) a specific OpenTravel travel itinerary message can be referenced via the <AssocItem> element. This element is modeled much like itinerary items where, unique patterns of contextually related service and pricing options can be applied.

### OpenTravel Data Dictionary

- [Travel Itinerary](#)

### OpenTravel Message Includes

- OTA\_CommonTypes.xsd
- OTA\_HotelReservation.xsd

### Message Pair Use Cases

*A travel agent requests a travel itinerary using a reservation number*

| <b>Request Message</b>   | <b>Response Message</b>                                   |
|--|---|
| View/Download: <a href="#">OTA_TravellItineraryReadRQ.xml</a>  | View/Download: <a href="#">OTA_TravellItineraryRS.xml</a> |
| Betty Johnson, owner/employee of U-Own-The-World Travel, uses a GDS booking application installed on her desktop platform. Bob Jones, has requested a copy of his upcoming business trip itinerary from Betty, | <i>The requested itinerary is returned.</i>               |

|   |  |
|---|--|
| whom he booked the trip through. Betty, using the GDS GUI interface selects Bob's GDS reservation number (UOTWT0122321) from a list, enters it into the interface and clicks a single button. |  |
|---|--|

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# Section 15— RAIL MESSAGES

## Messages Overview

The OpenTravel Rail messages provide search and availability, booking and reservation retrieval after a booking has been made.

## Messages List

15.0 [OTA\\_RailCommonTypes.xsd](#)

15.1 [OTA\\_RailAvailRQ/RS](#)

15.2 [OTA\\_RailBookRQ/RS](#)

15.3 [OTA\\_ReadRQ/ OTA\\_RailRetrieveRS](#)

15.4 [OTA\\_RailScheduleRQ/RS](#)

15.5 [OTA\\_RailConfirmBookingRQ/RS](#)

15.6 [OTA\\_RailIgnoreBookingRQ/RS](#)

15.7 [OTA\\_RailPaymentRQ/RS](#)

## Use Case Quick Links

1. [A rail availability request with an arrival time preference](#)
2. [A rail availability request with a connection location preference](#)
3. [A rail availability request with passenger type fares and return trip preferences](#)
4. [Rail booking request for a round trip with traveler details and a promotion code](#)
5. [One-way rail booking request with traveler details](#)
6. [A traveler retrieves a previously booked reservation](#)
7. [A rail schedule request for direct trains within a two hour departure time](#)
8. [A rail schedule request for schedules between Tampa and New York City Penn Station for a specified departure date](#)
9. [A rail schedule request for schedules for a specified rail operator](#)
10. [A rail schedule request for schedules with a maximum connection preference specified](#)
11. [Confirm multiple "provisionally booked" train reservations](#)
12. [Confirm a single "provisionally booked" train reservation](#)
13. [Cancel one or more "provisionally booked" train seat reservations](#)
14. [A rail payment using a credit card](#)
15. [A rail booking cancellation](#)





## 15.1 OTA\_RailAvailRQ/RS

### Message Pair Overview

The OpenTravel Rail Availability message pair provides the ability to request rail services between two station pairs on a specific date, for a specific number of passengers of a particular passenger type. The request can be narrowed to request availability for a specific train number, and can include fares (where applicable) or just scheduled service. Optional request information can include:

- Time / Time Window
- Time / Time Window for return journey
- Connecting cities / Number of connections
- Fare Types
- Discount or Promotional codes that may apply to the fare
- Client Preferences (class of service, sleeper cars)
- Maximum number of responses desired

The Rail Availability Response message contains train availability for a station pair on a specific date. A set of origin and destination options is returned, each of which contains one or more (connecting) trains that serve the city pair. The message is intended to provide all the information necessary to travelers to make informed accurate selections prior to booking. Each option may contain the following:

- Class codes for the class of service or amenities
- Special vendor comments for the city pair
- Whether or not seats can be selected
- On time percentage for the train
- Number and type of passengers
- Fare for each passenger type
- Total Fare for all passengers
- Currency

Due to the wide range of capabilities and requirements in various rail inventory management systems, a number of optional details that relate to the fare rules and restrictions may be returned.

### OpenTravel Data Dictionary

- [Rail Schema](#)

### OpenTravel Message Includes

- OTA\_RailCommonTypes.xsd

## Message Pair Use Cases

### *A rail availability request with an arrival time preference*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_RailAvailRQ100.xml</a>   | View/Download: <a href="#">OTA_RailAvailRS101.xml</a>  |
| An end user uses a wholesaler website to find availability for a direct (no connection) train for a business trip between Beijing and Shanghai. They have a meeting at 10:00 AM so they specify a preferred arrival time. Additionally, both Beijing and Shanghai have multiple train stations within the city and the end user has indicated that any station within either city is acceptable for both departure and arrival. The wholesaler system uses this message to request train availability that meet the specified criteria. | <p>An end user uses a wholesaler website to find availability for a direct (no connection) train for a business trip between Beijing and Shanghai. This response message indicates that the transaction was processed successfully by the rail supplier, but one or more business warnings have been returned that indicate that no matching arrival times are available for the requested search criteria. The results have been pre-sorted by the closest arrival times to the requested criteria.</p> <p>View/Download: <a href="#">OTA_RailAvailRS102.xml</a></p> <p>An end user uses a wholesaler website to find availability for a direct (no connection) train for a business trip between Beijing and Shanghai. This response message indicates that the transaction was processed successfully and there is availability on trains that have arrival times within the arrival time specified in the search criteria.</p> |

### *A rail availability request with a connection location preference*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_RailAvailRQ200.xml</a>  | View/Download: <a href="#">OTA_RailAvailRS201.xml</a>   |
| An end user uses a wholesaler website to find train availability for a business trip between Beijing and Shanghai. They know from a previous schedule inquiry that they must make a connection and they choose a specific connection location from a list of possible connection locations. The wholesaler system uses this message to request train availability that meets the specified criteria. | <p>An end user uses a wholesaler website to find train availability for a business trip between Beijing and Shanghai. A prior schedule inquiry has indicated that a connection must be made and the end user has selected a preferred connection location from the list of connection location possibilities. This response message indicates that the transaction was processed successfully, but one or more business warnings have been returned that indicates no train availability for the requested connection location search criteria.</p> <p>View/Download: <a href="#">OTA_RailAvailRS202.xml</a></p> <p>An end user uses a wholesaler website to find train availability for a business trip between Beijing and Shanghai. A prior schedule inquiry has indicated that a connection must be made and the end user has selected a preferred connection location from the list of connection location possibilities. This response message indicates that the transaction was processed</p> |

|  |  |
|--|--|
|  | successfully and there is availability on trains that make a connection in the preferred location. |
|--|--|

*A rail availability request with passenger type fares and return trip preferences*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailAvailRQ300.xml</a>  | View/Download: <a href="#">OTA_RailAvailRS301.xml</a>  |
| An end user uses a wholesaler website to find train availability for a business trip between Beijing and Shanghai. They would like round trip availability with a return trip date with a 1 hour flexible departure time. The wholesaler system uses this message to request train availability that meets the specified criteria. | An end user uses a wholesaler website to find train availability for a business trip between Beijing and Shanghai with a return trip included. This response message indicates that the transaction was processed successfully and returns train availability for the requested round trip with the fare for an adult. |

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## 15.2 OTA\_RailBookRQ/RS

### Message Pair Overview

The OpenTravel Rail Book message pair requests a train reservation on a specific rail service provider for travel between two or more stations on specific dates for a specific number and type of passengers in specific classes of service. The optional request information can include:

- Train number
- Departure date and time
- Seat Type, including the direction the seat faces
- Traveler name(s)
- Rate type
- Form of payment
- Delivery address

The Rail Book Response message validates whether or not the booking was successful, provides warning information regarding the booking and itinerary elements including a rail reservation number or “PNR”.

### OpenTravel Data Dictionary

- [Rail Schema](#)

### OpenTravel Message Includes

- OTA\_RailCommonTypes.xsd

### Message Pair Use Cases

*Rail booking request with traveler details and a promotion code*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailBookRQ100.xml</a>   | View/Download: <a href="#">OTA_RailBookRS100.xml</a>   |
| An end user uses a wholesaler website to book a business trip between Beijing and Shanghai. They would like to book a round trip with a specified return trip date and traveler details. They have a promotion code for a free return trip fare and include it in the booking details. The wholesaler system uses this message to book the trip. | An end user uses a wholesaler website to book a business trip between Beijing and Shanghai. They would like to book a round trip with a specified return trip date and traveler details. This response indicates that the reservation was processed successfully and it has been provisionally booked with a confirmation ID returned. Note that a Rail Book Confirmation or Rail Ignore Booking message will either confirm or cancel this provisional booking. |

|  |  |
|--|--|
|  | <p>View/Download: <a href="#">OTA_RailBookRS101.xml</a></p> <p><i>An end user uses a wholesaler website to book a business trip between Beijing and Shanghai. They would like to book a round trip with a specified return trip date and traveler details. This response indicates that the reservation was processed successfully and it has been provisionally booked with a confirmation ID returned. Note that a Rail Book Confirmation or Rail Ignore Booking message will either confirm or cancel this provisional booking.</i></p> |
|--|--|

*One-way rail booking request with traveler details*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_RailBookRQ200.xml</a>  | View/Download: <a href="#">OTA_RailBookRS201.xml</a>  |
| <p>An end user uses a wholesaler website to book a business trip between Beijing and Shanghai. They would like to book a one way trip with traveler details included. The wholesaler system uses this message to book the trip.</p> | <p><i>An end user uses a wholesaler website to book a business trip between Beijing and Shanghai. They would like to book a one way trip. This response indicates that the reservation was processed successfully and it has been provisionally booked with a warning returned that the customer requested seat preferences cannot be confirmed until arrival at the station. Note that a Rail Book Confirmation or Rail Ignore Booking message will either confirm or cancel this provisional booking.</i></p> |

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## 15.3 OTA\_ReadRQ/OTA\_RailRetrieveRS

### Message Pair Overview

The OpenTravel Read (reservation) and Rail Retrieve Response message pair provides a method to retrieve a previously booked rail reservation.

### OpenTravel Data Dictionary

- [Rail Schema](#)
- [Read Reservation](#)

### OpenTravel Message Includes

- OTA\_RailCommonTypes.xsd

### Message Pair Use Cases

*A traveler retrieves a previously booked reservation*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ12.xml</a>                                | View/Download: <a href="#">OTA_ResRetrieveRSRail1.xml</a>   |
| A traveler requests a previously made rail booking (PNR) with the code 123CA2. | <i>The response to the request is an indication of success, echoing the RS information originally provided in the RailBookRQ message.</i> |

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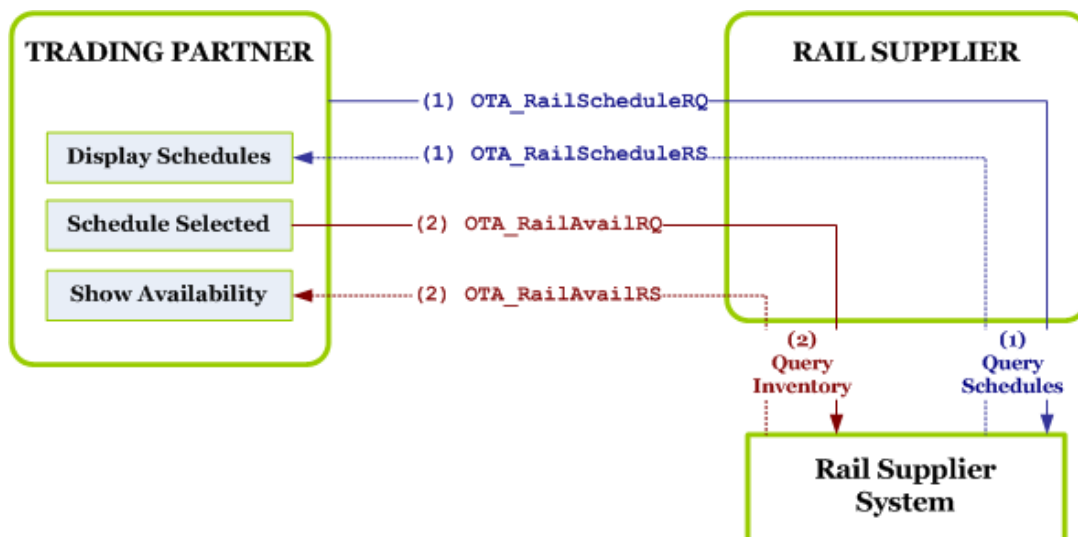
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## 15.4 OTA\_RailScheduleRQ/RS

### Message Pair Overview

The OpenTravel Rail Schedule message pair (OTA\_RailScheduleRQ/RS) facilitates exchanging rail schedule information between a rail supplier and trading partners. The Rail Schedule message pair is typically used as a precursor to Rail Availability (OTA\_RailAvailRQ/RS) messages and may be used to reduce transaction load against a rail rates and availability system when inventory availability and fares are not required as shown in the scenario below:



A rich set of rail schedule information may be exchanged that includes:

- Origin & Destination
- Train segment details for a collection of one or more legs that are defined as a single train number, including: departure & arrival date and time; the number of stops the train makes; the duration of the train from departure location to destination location; and an indication if the train crosses a country border.
- Departure and arrival station details
- The marketing and operating train company information
- The type of equipment used for the train journey
- Detailed information about the train, including Schedule codes and Identification and classification information for the train (including type, train number and network code information)
- On time information for the train
- Class of service codes



- Any special comments for the leg of the journey

## OTA\_RailScheduleRQ Request Message Overview

The Rail Schedule request message requests rail schedules for a city pair. Optional request information can include: departure time and flexible time windows; connecting cities; and passenger preferences (such as specific trains, cabin and seat types, train types etc.) The flexibility of the message allows the request to be narrowed to schedules for a specific train.

There are several methods that may be used to specify rail schedule search criteria in the OTA\_RailScheduleRQ message:

- Maximum number of train connections
- Type of train
- Origin and destination information which specifies the locations between which schedules are to be checked, including departure date and time and optionally a time period that can be applied before and/or after the departure date
- Other rail schedule search criteria, including a train number/ train type/ network code combination or just a network code

## OTA\_RailScheduleRS Request Message Overview

The Rail Schedule Response message contains rail schedules for a city pair. A set of OriginDestinationOptions are returned, each of which contains one or more (connecting) trains that serve a city pair. For each train, the following information may be returned: origin and destination railway stations; departure and arrival times; station information including days and hours of operation, and station staffing and self-serve technology options. This message contains similar information to the OTA\_RailAvailRS message except it does not contain inventory availability and fares.

The presence of a <Success> element indicates that the message has been processed successfully by the receiving system.

If there are no rail schedules that meet the specified search criteria, the response message will contain a <Success> element (assuming the message has been successfully processed by the receiving system) and there will be NO <OriginDestinationOptions> elements in the message. Note that in this circumstance, a rail supplier may also optionally include a business warning message in the <Warnings/Warning> element that includes a @Type attribute (among other warning attributes if used) and warning text. For example:

<Warnings>

```
<!-- Warning Type 11 is "Advisory" - See OpenTravel Code List Error Warning Type (EWT). -->
  <Warning Type="11">No schedules available for specified departure time period. Alternate schedules returned
- sorted by departure date/time (ascending.)</Warning>
</Warnings>
```

A rich set of rail schedule information may be returned based on the search criteria in the request message that includes:

- Schedule codes
- Stop quantities
- Journey duration
- Departure & arrival station details

- Operating company information
- Train equipment information
- Classes of inventory controlled services available
- Seat types, berth types, accommodation class and compartment information with associated quantities
- On-time performance
- Identification and classification information

## Notes & Considerations for Implementers

1. Train schedule, availability and booking message sequences vary by rail supplier and are typically specified through a trading partner agreement between the rail supplier and the trading partner accessing the rail information. For example, some rail suppliers may require a schedule request before an availability request is made.
2. The point of sale information in the OTA\_RailScheduleRQ message is optional, but there are a variety of methods used by rail suppliers to exchange web services with their trading partners. For example, rail supplier systems may vary in the point of sale (or message initiator) information they require in a Rail Schedule request message—or they may have an implementation where no point of sale information is required in the message exchanged. You should check with your trading partner to see if they require point of sale information, and if so, which point of sale attributes they require, such as:
  - RequestorID/@Type - A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
  - RequestorID/@ID - An identifier of the entity making the request.

*Additionally, some rail provider systems may require an authentication password in the point of sale element (@MessagePassword) in the Rail Schedule request message. Should an authentication password be required, the password may change at an agreed upon frequency and your web services may need a method to access a stored authentication password.*

3. The granularity of rail schedule search criteria that can be processed by a rail supplier system may vary and you should discuss implementation options with your trading partner.
4. The method of providing alternate availability may vary by rail supplier and you should discuss implementation options with your trading partner. For example, some rail supplier systems may return alternate train schedules if no schedules were found that matched the search criteria.
5. The method of indicating that no rail schedules are available for the requested search criteria may vary by rail supplier and you should discuss implementation options with your trading partner. For example, some rail supplier systems may simply return an OTA\_RailScheduleRS message with a <Success> element; while others may use the <Warnings> element to return a notification that no schedules were found that matched the search criteria.

## OpenTravel Data Dictionary

- [Rail Schema](#)

## OpenTravel Message Includes

- [OTA\\_RailCommonTypes.xsd](#)

## Message Pair Use Cases

*A rail schedule request for direct trains within a two hour departure time*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_RailScheduleRQ100.xml</a>  | View/Download: <a href="#">OTA_RailScheduleRS101.xml</a>  |
| <p>An end user uses a wholesaler website to find a direct (no connection) train for a business trip between Beijing and Shanghai. They are flexible in their travel time and specify that a 2 hour time period before and after a 10:00 AM departure time is acceptable. Additionally, both Beijing and Shanghai have multiple train stations within the city and the end user has indicated that any station within either city is acceptable for both departure and arrival. The wholesaler system uses this message to request train schedules that meet the specified criteria.</p> | <p><i>An end user uses a wholesaler website to find a direct (no connection) train for a business trip between Beijing and Shanghai. This response message indicates that the transaction was processed successfully by the rail supplier with no business warnings. This response message includes two direct (no connection) train schedules for two different departure/arrival train stations associated with both the origin and destination cities (Beijing Railway Station to Shanghai Railway Station &amp; Beijing South Railway Station to Shanghai South Station.) Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing &amp; self-service technology information. Additional information in this response includes the rail marketing company, amenities available on the train and available train service classes.</i></p>   |
|   | <p>View/Download: <a href="#">OTA_RailScheduleRS102.xml</a></p> <p><i>An end user uses a wholesaler website to find a direct (no connection) train for a business trip between Beijing and Shanghai. This response message indicates that the transaction was processed successfully by the rail supplier, but one or more business warnings have been returned that indicate that no direct (no connection) trains are available for the requested search criteria (and the train schedules in the response each require at least one connection.) The results have been pre-sorted low-to-high by number of connections. Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing &amp; self-service technology information. Additional information in the response includes the rail marketing company, amenities available on the train and available train service classes.</i></p> |
|   | <p>View/Download: <a href="#">OTA_RailScheduleRS103.xml</a></p> <p><i>An end user uses a wholesaler website to find a direct (no connection) train for a business trip between</i></p>  |

|  |  |
|--|--|
|  | <p><i>Beijing and Shanghai. This response message indicates that the transaction was processed successfully by the rail supplier, but one or more business warnings have been returned that indicate that no schedules are available for the specified departure time period (including the two hour “flexible” before and after times), so schedules with alternate dates &amp; times are returned. The results have been pre-sorted into ascending departure date/time order. Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing &amp; self-service technology information. Additional information in the response includes the rail marketing company, amenities available on the train and available train service classes.</i></p> |
|  | <p>View/Download: <a href="#">OTA_RailScheduleRS104.xml</a></p> <p><i>An end user uses a wholesaler website to find a direct (no connection) train for a business trip between Beijing and Shanghai. This response message indicates that the transaction was NOT processed successfully by the rail supplier system and a business warning of “Message authentication failed: Invalid Password” is returned indicating that the message was syntactically correct, but the specified message password could not be authenticated.</i></p>   |

*A rail schedule request for schedules between Tampa and New York City Penn Station for a specified departure date*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailScheduleRQ200.xml</a>   | View/Download: <a href="#">OTA_RailScheduleRS201.xml</a>   |
| <p><i>An end user uses the Amtrak website to find a train schedule between Tampa Florida and Penn Station in New York City. They are flexible in their departure time so they only specify a departure date and the origin city and destination city and preferred rail station.</i></p> | <p><i>An end user uses the Amtrak website to find a train schedule between Tampa Florida and Penn Station in New York City. This response message indicates that the transaction was processed successfully by the rail supplier with no business warnings. This response message includes three departure options: 1) A direct train between the Tampa train station and Penn Station New York; 2) A bus from the Tampa train station to the Orlando train station with a connecting train to Penn Station in New York; and, 3) A train from the Tampa train station with a connection at the Washington DC train station to a direct train to Penn Station New York. Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing &amp; self-service technology information. Additional information in the response includes the rail marketing company, the train type (Silver Star), amenities available on the train</i></p> |

|  |  |
|--|--|
|  | and available train service classes.   |
|  | <p>View/Download: <a href="#">OTA_RailScheduleRS202.xml</a></p> <p>An end user uses the Amtrak website to find a train schedule between Tampa Florida and Penn Station in New York City. This response message indicates that the transaction was processed successfully by the rail supplier, BUT a business warning of “No schedules available for specified departure date” has been returned that indicates that no train schedules were available for the requested departure date and this rail supplier does not return alternate availability for schedules.</p> |

*A rail schedule request for schedules for a specified rail operator*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailScheduleRQ300.xml</a>   | View/Download: <a href="#">OTA_RailScheduleRS301.xml</a>   |
| An end user uses a wholesalers website to retrieve a specified rail operator (Amtrak) schedules for specified origin & destination location and dates. | An end user uses a wholesalers website to retrieve a specified rail operator (Amtrak) schedules for specified origin & destination location and a dates. This response message indicates that the transaction was processed successfully by the rail wholesaler with no business warnings. This response message includes three departure options from the requested rail operator (Amtrak): 1) A direct train between the Tampa train station and Penn Station New York; 2) A bus from the Tampa train station to the Orlando train station with a connecting train to Penn Station in New York; and, 3) A train from the Tampa train station with a connection at the Washington DC train station to a direct train to Penn Station New York. Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing & self-service technology information. Additional information in the response includes the rail marketing company, the train type (Silver Star), amenities available on the train and available train service classes. |

*A rail schedule request for schedules with a maximum connection preference specified*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_RailScheduleRQ400.xml</a>  | View/Download: <a href="#">OTA_RailScheduleRS401.xml</a>   |
| An end user uses a wholesalers website to retrieve schedules for specified origin & destination location and dates with a maximum number of connection preferences specified. | An end user uses a wholesalers website to retrieve schedules for specified origin & destination location and a dates with a preference of a maximum of one connection. This response message indicates that the transaction was processed successfully by the rail wholesaler with no business warnings. This response |

|  |  |
|--|--|
|  | <i>message includes two departure options with one or less connections: 1) A direct train between the Tampa train station and Penn Station New York and, 2) a train from the Tampa train station with a connection at the Washington DC train station to a direct train to Penn Station New York. Station details are provided for the departure and arrival stations, including address, phone number, hours of operation and staffing &amp; self-service technology information. Additional information in the response includes the rail marketing company, the train type (Silver Star), amenities available on the train and available train service classes.</i> |
|--|--|

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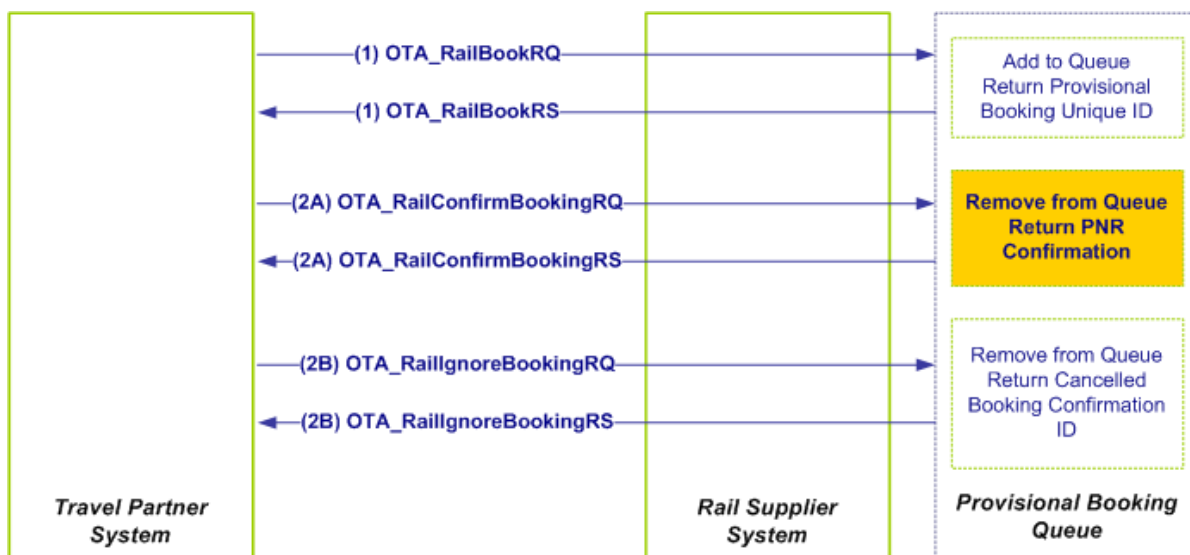
## 15.5 OTA\_RailConfirmBookingRQ/RS

### Message Pair Overview

The enhanced Rail booking messages support both transactional queued and non-transactional queued provisional booking message implementations. Note that a “provisional” booking is a reservation that may have been processed successfully using the OTA\_RailBookRQ message, but has not been confirmed in the trading partners system as committed or cancelled.

#### *Use of the Rail Confirm Booking message in transactional queue implementations*

In a transactional queue implementation, one or more provisional booking message(s) are typically added to a provisional booking queue using an OTA\_RailBookRQ/RS message and can be subsequently grouped into a set that can be applied as one transaction for either removal from the queue by a cancellation request using the OTA\_RailIgnoreBookingRQ/RS message; or a final booking confirmation using the OTA\_RailConfirmBookingRQ/RS message as shown in the example below. Note in this example the “provisional booking queue” is only shown for the rail supplier:



The OTA\_RailConfirmBookingRS message returns a PNR Locator list which is contained within the <Confirmation> element in the message. Within the PNR Locator list, the rail supplier may return only unique ID(s) for the confirmed reservations -OR- the unique ID (s) and corresponding reservation details.

#### *Use of the Rail Confirm Booking message in non-transactional queue implementations*

In a non-transactional queue implementation, a SINGLE provisional booking message is made using an OTA\_RailBookRQ/RS message and either a subsequent final booking confirmation is made using the



OTA\_RailConfirmBookingRQ/RS message; or the provisional booking is cancelled using the OTA\_RailIgnoreBookingRQ/RS message.

The OTA\_RailConfirmBookingRS message returns a PNR Locator list which is contained within the <Confirmation> element in the message. Within the PNR Locator list, the rail supplier may return only the unique ID for the confirmed reservation -OR- the unique ID and corresponding reservation details.

## OTA\_RailConfirmBookingRQ Request Message Overview

The Rail Confirm Booking RQ message is the request message to commit one or more provisionally booked messages that have been processed successfully from an OTA\_RailBookRQ message but are not yet confirmed in the trading partners system. One or more unique ID's of provisional bookings are specified in the <UniqueID> element within the message:

```

    <!-- The unique ID's of the provisionally booked (not finalized) booking requests to be committed. -->
    <UniqueID ID="0000001" Type="23">
      <!-- Unique ID type 23 is "Provisional reservation" - See OpenTravel Code List Unique ID Type
(UIT). -->
      <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>

    <UniqueID ID="0000002" Type="23">
      <!-- Unique ID type 23 is "Provisional reservation" - See OpenTravel Code List Unique ID Type
(UIT). -->
      <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>

```

Successful processing of this message results in PNR creation:

```

    <!-- The PNR locator list for the provisional seat reservations that are now COMMITTED (confirmed.)
-->
    <Confirmation>
      <!-- The reservation confirmation number that uniquely identifies a reservation. -->
      <UniqueID ID="0000001" Type="40">
        <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
        <CompanyName>ABC Travel Company</CompanyName>
      </UniqueID>
    </Confirmation>

```

## OTA\_RailConfirmBookingRS Request Message Overview

The Rail Confirm Booking RS message is the response message for an OTA\_RailConfirmBookingRQ that commits one or more provisionally booked messages that have been processed successfully from an OTA\_RailBookRQ message but are not yet confirmed in the trading partners system as booked.

If the request message has been processed successfully, the Confirmation element in this response message contains the PNR Locator list that contains only unique ID(s) –OR- unique ID(s) with corresponding reservation information as shown in the two examples below. NOTE that this is an implementation detail that you should discuss with your trading partners prior to implementing this message.



*Example 1: Response message (PNR list) with unique ID's only*

```

<OTA_RailConfirmBookingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_RailConfirmBookingRS.xsd"
Version="1.000">

    <!-- The presence of this element indicates the message was processed successfully by the receiving
system -->
    <Success/>

    <!-- The PNR locator list for the queued reservations that are now COMMITTED (confirmed.) -->
    <Confirmation>
        <!-- The reservation confirmation number that uniquely identifies a reservation. -->
        <UniqueID ID="0000001" Type="40">
            <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
            <CompanyName>ABC Travel Company</CompanyName>
        </UniqueID>
    </Confirmation>

    <Confirmation>
        <UniqueID ID="0000002" Type="40">
            <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
            <CompanyName>ABC Travel Company</CompanyName>
        </UniqueID>
    </Confirmation>
    .
    .
    .
</OTA_RailConfirmBookingRS>

```

*Example 2: Response message (PNR list) with unique ID's and corresponding reservation information*

```

<OTA_RailConfirmBookingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_RailConfirmBookingRS.xsd"
Version="1.000">

    <!-- The presence of this element indicates the message was processed successfully by the receiving
system -->
    <Success/>

    <!-- The PNR locator list and reservation details for the train seat reservations that are now
COMMITTED (confirmed.) -->
    <Confirmation>

        <!-- The unique ID of the reservation with reservation details including itinerary, traveler or
traveler count, payment rules and ticket fulfillment information. -->
        <ReservationInfo>

```

```

    <!-- A confirmation number by which this reservation can be uniquely identified. -->
    <UniqueID ID="0000001" Type="40">
        <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
        <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>

    <!-- Full details on the itinerary referenced by this reservation. An itinerary represents
all inventory booked and associated with this specific reservation. -->
    <Itinerary>

        <!-- Information on one specific journey from one specific origin to one specific
destination. -->
        <OriginAndDestination>
            <OriginLocation LocationCode="PEK">BEIJING</OriginLocation>
            <DestinationLocation
LocationCode="SHA">SHANGHAI</DestinationLocation>

            <TrainSegment BookingStatus="CONF" DepartureDateTime="2011-02-
06T09:00:00" ArrivalDateTime="2011-02-06T19:47:00" StopQuantity="0">
                <!-- DEPARTURE station information. -->
                <DepartureStation>
                    <!-- This train station is staffed and it also has self-
service technology including an automated ticket printer. -->
                    <Details LocationCode="BEIC" IsStaffedInd="true"
SST_MachineInd="true" TicketPrinterInd="true">Beijing Railway Station</Details>
                    <Address>
                        <AddressLine>Dongbianmen, Dongcheng
District, Beijing 12345</AddressLine>
                    </Address>
                    <Telephone PhoneNumber="0086-10-51019999"/>
                </DepartureStation>

                <!-- ARRIVAL station information -->
                <ArrivalStation>
                    <Details LocationCode="SHAN" IsStaffedInd="true"
SST_Machine="true" TicketPrinter="true">Shanghai Railway Station</Details>
                </ArrivalStation>

                <!-- Marketing company information -->
                <MarketingCompany>Chinese Ministry of Railways
(CHRT)</MarketingCompany>

                <ClassCode Code="2"></ClassCode>
                <!-- Class Code of 2 = "Coach" -->

            </TrainSegment>
        </OriginAndDestination>
    </Itinerary>

    <!-- The traveler name(s) associated with the reservation. -->
    <Traveler TravelerRPH="1">
        <GivenName>Shuang</GivenName>

```

```

        <Surname>Li</Surname>
    </Traveler>

    <Traveler TravelerRPH="2">
        <GivenName>Lihue</GivenName>
        <Surname>Li</Surname>
    </Traveler>
    .
    .
    .
</ReservationInfo>
</Confirmation>
</OTA_RailConfirmBookingRS>

```

The presence of a <Success> element indicates that the message has been processed successfully by the receiving system.

Note that in a transactional queued implementation, all reservations in a submitted set must be processed successfully or a <Success> element will not be returned. For example, if there are 5 provisional booking message ID's submitted in the request message and one or more fail during the COMMIT process, then the entire transaction—including all 5 of the provisional booking messages—are NOT considered to be COMMITTED and no PNR information will be returned.

In a scenario where one or more provisional booking messages failed during the Confirm Booking (COMMIT) process, the response message may contain either:

- A business warning message in the <Warnings/Warning> element that includes a @Type attribute (among other warning attributes if used) and warning text. For example:

```

<Warnings>
    <!-- Warning Type 11 is "Advisory" - See OpenTravel Code List Error Warning Type (EWT). -->
    <Warning Type="11" RecordID="123456"> Provisional train seat reservation could not be Committed. No seats have been confirmed. </Warning>
</Warnings>

```

- Or an error message in the <Errors/Error> element that includes a @Type attribute (among other error attributes if used) and error text. For example:

```

<Errors>
    <!-- Error Type 3 is "Biz Rule" - See OpenTravel Code List Error Warning Type (EWT). -->
    <Error Type="3" RecordID="123456"> Provisional train seat reservation could not be Committed. No seats have been confirmed. </Error>
    <Error Type="3" RecordID="999999"> Provisional train seat reservation could not be Committed. No seats have been confirmed. </Error>
</Errors>

```

## Notes & Considerations for Implementers

**1. Transaction Queued versus Non-Transactional Queued system implementations:** You should confirm with your trading partner as to whether or not they are using a transactional queued implementation. A

transactional queued system typically contains a queue in which booking messages can be grouped into a set that are applied as one transaction, e.g. an apply process performs a COMMIT or a CANCEL for all the messages in the group. A non-transactional system operates on one transaction versus a group of transactions.

## 2. The typical rail booking message sequencing is:

- First, an OTA\_RailBookRQ/RS message requests a provisional booking for a train seat and returns a unique ID for the provisional booking. Then, one of the following messages is initiated:
  - OTA\_RailConfirmBookingRQ/RS – confirms one or a group of provisional bookings and returns a PNR list that contains unique ID's or unique ID's and reservation details.
  - OTA\_RailIgnoreBookingRQ/RS – cancels one or a group of provisional bookings and returns a PNR list that contains unique ID's or unique ID's and reservation details.

**3. Granularity of information returned in a Rail Confirm Booking response message:** You should confirm with your trading partner as to whether or not the PNR Locator list they return in the message contains only unique ID(s) –OR- unique ID(s) with corresponding reservation information.

**4. Point of sale information and message authentication:** There are a variety of methods used by rail suppliers to exchange web services with their trading partners. For example, rail supplier systems may vary in the point of sale (or message initiator) information they require in OpenTravel rail request messages. You should check with your trading partner to see what point of sale information they require. Additionally, some rail provider systems may require an authentication password in the point of sale element (@MessagePassword). Should an authentication password be required, the password may change at an agreed upon frequency and your web services may need a method to access a stored authentication password.

**5. The method of indicating that a Confirm Rail Booking request message has failed (or is in-complete) may vary by rail supplier and you should discuss implementation options with your trading partner.** For example, some rail supplier systems may indicate that the request message has not been successfully (or completely) processed (when one or more requested provisional bookings failed to be confirmed) by returning a <Success/> element with a <Warnings> element that identifies the provisional booking ID's that failed to be confirmed; while others may return an <Errors> element that identifies the provisional booking ID's that failed to be confirmed.

## OpenTravel Data Dictionary

- [Rail Schema](#)

## OpenTravel Message Includes

- OTA\_RailCommonTypes.xsd

## Message Pair Use Cases

*Confirm multiple "provisionally booked" train reservations*

| Request Message | Response Message |
|-----------------|------------------|
|-----------------|------------------|

|  |  |
|--|--|
| View/Download: <a href="#">OTA_RailConfirmBookingRQ1.xml</a>   | View/Download: <a href="#">OTA_RailConfirmBookingRS1.xml</a>   |
| An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system uses this message to confirm all five of the provisionally booked seats. | An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system has issued an OTA_RailConfirmBookingRQ message with the unique ID's of the five provisional train seat reservations. This response message indicates that the COMMIT of the five seat reservations has been successful and the unique ID's of the committed seat reservations are returned.  |
|  | View/Download: <a href="#">OTA_RailConfirmBookingRS2.xml</a><br>An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system has issued an OTA_RailConfirmBookingRQ message with the unique ID's of the five provisional train seat reservations. This response message indicates that the COMMIT of two of the five seat reservations has failed. Note that in this use case, the Rail Supplier returns a WARNING with a unique ID for each of the provisional train seat reservations that have failed. |
|  | View/Download: <a href="#">OTA_RailConfirmBookingRS3.xml</a><br>An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system has issued an OTA_RailConfirmBookingRQ message with the unique ID's of the five provisional train seat reservations. This response message indicates that the COMMIT of two of the five seat reservations has failed. Note that in this use case, the Rail Supplier returns an ERROR with a unique ID for each of the provisional train seat reservations that have failed.  |

*Confirm a single "provisionally booked" train reservation*

|  |   |
|--|---|
| <b>Request Message</b><br>View/Download: <a href="#">OTA_RailConfirmBookingRQ2.xml</a> | <b>Response Message</b><br>View/Download: <a href="#">OTA_RailConfirmBookingRS4.xml</a> |
|--|---|

|  |   |
|--|---|
| <p>An online travel agent is booking a rail trip for a customer. The agent has provisionally booked a seat on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system uses this message to immediately confirm the provisionally booked seat.</p> | <p><i>An online travel agent is booking a rail trip for a customer. The agent has provisionally booked a seat on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system has issued an OTA_RailConfirmBookingRQ message with the unique ID of the provisional train seat reservation. This response message indicates that the COMMIT of the seat reservation has been successful and the unique ID of the committed seat reservation is returned.</i></p> |
|--|---|

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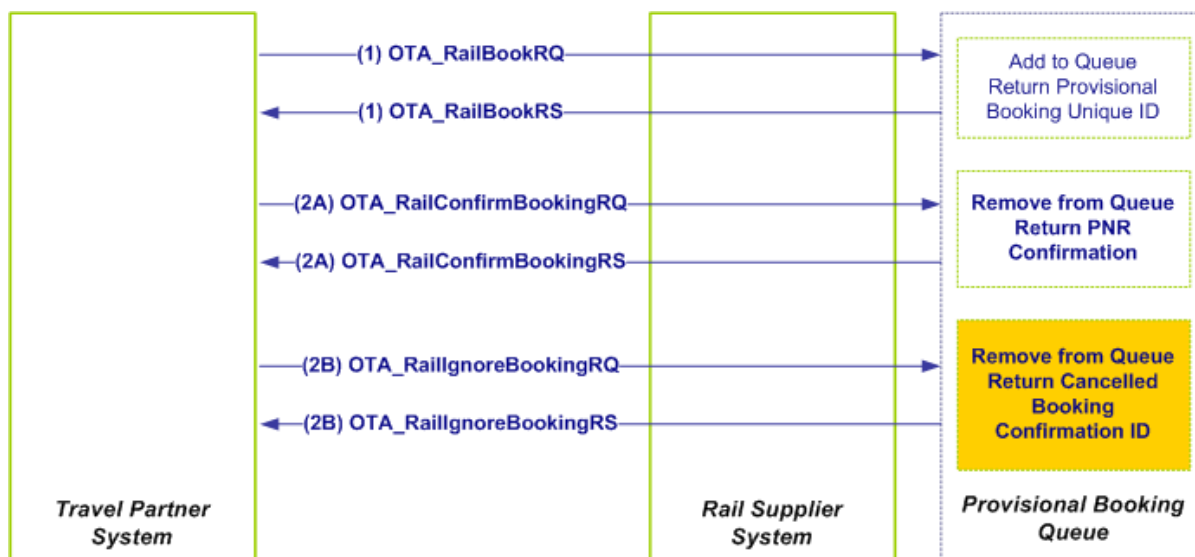
## 15.6 OTA\_RailIgnoreBookingRQ/RS

### Message Pair Overview

The enhanced Rail booking messages support both transactional queued and non-transactional queued provisional booking message implementations. Note that a “provisional” booking is a reservation that may have been processed successfully using the OTA\_RailBookRQ message, but has not been confirmed in the trading partners system as committed or cancelled.

#### *Use of the Rail Ignore Booking message in transactional queue implementations*

In a transactional queue implementation, one or more provisional booking message(s) are typically added to a provisional booking queue using an OTA\_RailBookRQ/RS message and can be subsequently grouped into a set that can be applied as one transaction for either a final booking confirmation using the OTA\_RailConfirmBookingRQ/RS message; or removed from the queue by a cancellation request using the OTA\_RailIgnoreBookingRQ/RS message as shown in the example below. Note in this example the “provisional booking queue” is only shown for the rail supplier:



The OTA\_RailIgnoreBookingRS message returns a PNR Locator list which is contained within the <Confirmation> element in the message. Within the PNR Locator list, the rail supplier may return only unique ID(s) for the confirmed reservations -OR- the unique ID (s) and corresponding reservation details.

#### *Use of the Rail Ignore Booking message in non-transactional queue implementations*

In a non-transactional queue implementation, a SINGLE provisional booking message is made using an OTA\_RailBookRQ/RS message and either a subsequent final booking confirmation is made using the



OTA\_RailConfirmBookingRQ/RS message; or the provisional booking is cancelled using this OTA\_RailIgnoreBookingRQ/RS message.

The OTA\_RailIgnoreBookingRS message returns a PNR Locator list which is contained within the <Confirmation> element in the message. Within the PNR Locator list, the rail supplier may return only the unique ID for the confirmed reservation -OR- the unique ID and corresponding reservation details.

## OTA\_RailIgnoreBookingRQ Request Message Overview

The Rail Ignore Booking RQ message is the request message to cancel one or more provisionally booked messages that have been processed successfully from an OTA\_RailBookRQ message but are not yet confirmed in the trading partners system. One or more unique ID's of provisional bookings are specified in the <UniqueID> element within the message:

```

    <!-- The unique ID's of the provisionally booked (not finalized) booking requests to be cancelled. -->
    <UniqueID ID="0000001" Type="23">
        <!-- Unique ID type 23 is "Provisional reservation" - See OpenTravel Code List Unique ID Type
(UIT). -->
        <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>

    <UniqueID ID="0000002" Type="23">
        <!-- Unique ID type 23 is "Provisional reservation" - See OpenTravel Code List Unique ID Type
(UIT). -->
        <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>

```

Successful processing of this message results in a list of unique ID's for the cancelled reservation(s) and optionally cancelled provisional reservation information:

```

    <!-- The Unique ID's and other details for the provisional reservation(s) that have been cancelled. -->
    <Confirmation>
        <!-- The reservation confirmation number that uniquely identifies a reservation. -->
        <UniqueID ID="0000001" Type="40">
            <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
            <CompanyName>ABC Travel Company</CompanyName>
        </UniqueID>
    </Confirmation>

```

## OTA\_RailIgnoreBookingRS Request Message Overview

The Rail Ignore Booking RS message is the response message for an OTA\_RailIgnoreBookingRQ that cancels one or more provisionally booked messages that have been processed successfully from an OTA\_RailBookRQ message but are not yet confirmed in the trading partners system as booked.

If the request message has been processed successfully, the Confirmation element in this response message contains the unique ID(s) with corresponding reservation information as shown in the two examples below.

NOTE that this is an implementation detail that you should discuss with your trading partners prior to implementing this message.



*Example 1: Response message with unique ID's only*

```

<OTA_RaillgnoreBookingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_RailConfirmIgnoreRS.xsd" Version="1.000">
  <!-- The presence of this element indicates the message was processed successfully by the receiving
system -->
  <Success/>
  <!-- The list of the provisional reservations that are now CANCELLED (ignored.) -->
  <Confirmation>
    <!-- The reservation confirmation number that uniquely identifies a reservation. -->
    <UniqueID ID="0000001" Type="40">
      <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
      <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>
  </Confirmation>

  <Confirmation>
    <UniqueID ID="0000002" Type="40">
      <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List Unique
ID Type (UIT). -->
      <CompanyName>ABC Travel Company</CompanyName>
    </UniqueID>
  </Confirmation>
  .
  .
  .
</OTA_RaillgnoreBookingRS>

```

*Example 1: Response message with unique ID's and sample corresponding reservation information*

```

<OTA_RaillgnoreBookingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_RaillgnoreBookingRS.xsd" Version="1.000">
  <!-- The presence of this element indicates the message was processed successfully by the receiving
system. -->
  <Success/>

  <!-- The unique ID of the reservation with reservation details including itinerary, traveler or traveler count,
payment rules and ticket fulfillment information. -->
  <Confirmation>
    <ReservationInfo LastHoldDate="2010-07-20">
      <!-- The last date a reservation will be held. -->

      <!-- The reservation confirmation number that uniquely identifies a reservation. -->
      <UniqueID ID="0000001" Type="40">
        <!-- Unique ID type of 40 is "Confirmation number" - See OpenTravel Code List
Unique ID Type (UIT). -->
        <CompanyName>ABC Travel Company</CompanyName>
      </UniqueID>
    </ReservationInfo>
  </Confirmation>

```

```

        <!-- Full details on the itinerary referenced by this reservation. An itinerary represents all
inventory booked and associated with this specific reservation. -->
        <Itinerary>

            <!-- Information on one specific journey from one specific origin to one specific
destination. -->
            <OriginAndDestination>
                <OriginLocation>TPA</OriginLocation>
                <DestinationLocation>NYC</DestinationLocation>

                <!-- Full details on one specific train segment, including the origin and
destination locations for this segment, equipment used, services offered, etc. -->
                <TrainSegment BookStatus="CNC">
                    <DepartureStation>
                        <Details LocationCode="Tampa" IsStaffedInd="true"/>
                    </DepartureStation>
                    <ArrivalStation>
                        <Details LocationCode="New York City"
IsStaffedInd="true"/>
                    </ArrivalStation>
                    <MarketingCompany>Amtrak</MarketingCompany>
                </TrainSegment>
            </OriginAndDestination>
        </Itinerary>

        <Traveler>
            <Surname>Smith</Surname>
        </Traveler>
    </ReservationInfo>
</Confirmation>
</OTA_RaillgnoreBookingRS>

```

The presence of a <Success> element indicates that the message has been processed successfully by the receiving system.

Note that in a transactional queued implementation, all reservations in a submitted set must be processed successfully or a <Success> element will not be returned. For example, if there are 5 provisional booking message ID's submitted in the request message and one or more fail during the CANCEL process, then the entire transaction—including all 5 of the provisional booking messages—are NOT considered to be CANCELLED and no unique ID's or cancelled reservation information will be returned.

In a scenario where one or more provisional booking messages failed during the Ignore Booking (CANCEL) process, the response message may contain either:

- A business warning message in the <Warnings/Warning> element that includes a @Type attribute (among other warning attributes if used) and warning text. For example:

```

<Warnings>
    <!-- Warning Type 11 is "Advisory" - See OpenTravel Code List Error Warning Type
(EWT). -->
    <Warning Type="11" RecordID="123456"> Provisional train seat reservation could not
be Cancelled. No seats have been cancelled. </Warning>
</Warnings>

```

- Or an error message in the <Errors/Error> element that includes a @Type attribute (among other error attributes if used) and error text. For example:

```
<Errors>
  <!-- Error Type 3 is "Biz Rule" - See OpenTravel Code List Error Warning Type (EWT).
-->
  <Error Type="3" RecordID="123456"> Provisional train seat reservation could not be
Cancelled. No seats have been cancelled. </Error>
  <Error Type="3" RecordID="999999"> Provisional train seat reservation could not be
Cancelled. No seats have been cancelled. </Error>
</Errors>
```

## Notes & Considerations for Implementers

**1. Transaction Queued versus Non-Transactional Queued system implementations:** You should confirm with your trading partner as to whether or not they are using a transactional queued implementation. A transactional queued system typically contains a queue in which booking messages can be grouped into a set that are applied as one transaction, e.g. an apply process performs a COMMIT or a CANCEL for all the messages in the group. A non-transactional system operates on one transaction versus a group of transactions.

### 2. The typical rail booking message sequencing is:

- First, an OTA\_RailBookRQ/RS message requests a provisional booking for a train seat and returns a unique ID for the provisional booking. Then, one of the following messages is initiated:
  - OTA\_RailConfirmBookingRQ/RS – confirms one or a group of provisional bookings and returns a PNR list that contains unique ID's or unique ID's and reservation details.
  - OTA\_RailIgnoreBookingRQ/RS – cancels one or a group of provisional bookings and returns a PNR list that contains unique ID's or unique ID's and reservation details.

**3. Granularity of information returned in a Rail Ignore Booking response message:** You should confirm with your trading partner as to whether or not information they return in the response message contains only unique ID(s) –OR- unique ID(s) with corresponding (cancelled) reservation information.

**4. Point of sale information and message authentication:** There are a variety of methods used by rail suppliers to exchange web services with their trading partners. For example, rail supplier systems may vary in the point of sale (or message initiator) information they require in OpenTravel rail request messages. You should check with your trading partner to see what point of sale information they require. Additionally, some rail provider systems may require an authentication password in the point of sale element (@MessagePassword). Should an authentication password be required, the password may change at an agreed upon frequency and your web services may need a method to access a stored authentication password.

**5. The method of indicating that a Ignore Rail Booking request message has failed (or is in-complete) may vary by rail supplier and you should discuss implementation options with your trading partner.** For example, some rail supplier systems may indicate that the request message has not been successfully (or completely) processed (when one or more requested provisional bookings failed to be cancelled) by returning a <Success/> element with a <Warnings> element that identifies the provisional booking ID's that failed to be cancelled; while others may return an <Errors> element that identifies the provisional booking ID's that failed to be cancelled.

## OpenTravel Data Dictionary

- [Rail Schema](#)

## OpenTravel Message Includes

- [OTA\\_RailCommonTypes.xsd](#)

## Message Pair Use Cases

*Cancel one or more "provisionally booked" train seat reservations*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailIgnoreBookingRQ1.xml</a>  | View/Download: <a href="#">OTA_RailIgnoreBookingRS1.xml</a>  |
| An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. Two of the provisionally booked seats now need to be cancelled as two family members will not be going on the trip. The agent system requests a CANCEL for the two booked seats using this message. | An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. Two of the provisionally booked seats now need to be cancelled as two family members will not be going on the trip. The agent system has requested a CANCEL for the two booked seats using the OTA_RailIgnoreBookingRQ message. This response message indicates that the CANCEL of the two seats has been successful and the unique ID's of the cancelled seat reservations are returned. Note that an OTA_RailConfirmBookingRQ message must be used to do a final COMMIT on the three remaining seat reservations. |
|  | View/Download: <a href="#">OTA_RailIgnoreBookingRS2.xml</a><br>An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. The agent system has issued an OTA_RailIgnoreBookingRQ message with the unique ID's of the five provisional train seat reservations. This response message indicates that the CANCEL of two of the five seat reservations has failed. Note that in this use case, the Rail Supplier returns a WARNING with a unique ID for each of the provisional train seat reservations that have failed.   |
|  | View/Download: <a href="#">OTA_RailIgnoreBookingRS3.xml</a>  |

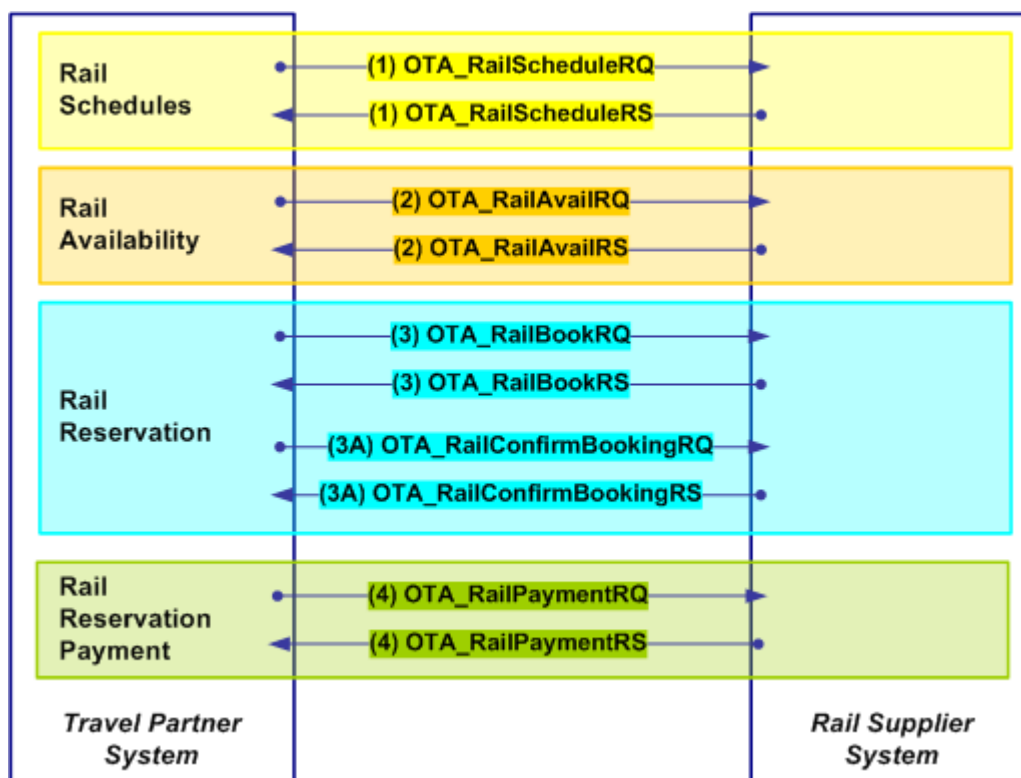
|  |   |
|--|---|
|  | <p><i>An online travel agent is booking a rail trip for a family of five. The agent has provisionally booked five seats on a train using the OTA_RailBookRQ/RS message. Note that a provisional booking is one that has been processed successfully by the OTA_RailBookRQ/RS messages but is not yet confirmed in the trading partners system. Two of the provisionally booked seats now need to be cancelled as two family members will not be going on the trip. The agent system has requested a CANCEL for the two booked seats using the OTA_RailIgnoreBookingRQ message. This response message indicates that the CANCEL of the two seats has been successful and the unique ID's and reservation details for the cancelled seats are returned. Note that an OTA_RailConfirmBookingRQ message must be used to do a final COMMIT on the three remaining seat reservations.</i></p> |
|--|---|

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## 15.7 OTA\_RailPaymentRQ/RS

### Message Pair Overview

The Rail Payment message pair is used to submit a payment for a rail reservation. This message is typically used in some combination with the OTA\_RailBookRQ/RS, OTA\_RailConfirmBookingRQ/RS and OTA\_RailIgnoreBookingRQ/RS messages as shown in the diagram below:



### OpenTravel Data Dictionary

- [Rail Schema](#)

### OpenTravel Message Includes

- OTA\_RailCommonTypes.xsd

## Message Pair Use Cases

*A rail payment using a credit card*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download: <a href="#">OTA_RailPaymentRQ100.xml</a>  | View/Download: <a href="#">OTA_RailPaymentRS101.xml</a>  |
| An end user uses a wholesaler website to find and book a direct (no connection) train for a business trip between Beijing and Shanghai. They are submitting credit card payment information. | <i>An end user uses a wholesaler website to find and book a direct (no connection) train for a business trip between Beijing and Shanghai. They are submitting credit card payment information. The credit card payment information has been successfully processed and a confirmation number is returned.</i> |

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# Section 16— LOYALTY MESSAGES

## Messages Overview

Many companies in the travel industry offer loyalty programs. In the past, many companies managed their own loyalty programs, but now there are specialized companies whose sole business is to manage loyalty programs.

The OpenTravel Loyalty messages allow the travel industry to communicate with the loyalty industry. All currently defined verticals in the OpenTravel can use this message pair.

Within the loyalty services industry, certificates are frequently granted to consumers for use in purchasing products and/or services from participating businesses. These certificates can be given a variety of loyalty point values and can be issued in a variety of formats (e.g., electronic certificates, paper certificates).

The OpenTravel Loyalty messages provide the following business functionality:

- Sending enrollment information to a loyalty service provider to create a new customer account
- Communicating with a loyalty service provider to generate redemption certificates for customers
- Notifying a loyalty service provider that a customer has redeemed an existing redemption certificate
- Requesting account information for customers enrolled in a loyalty program from a loyalty service provider

## Messages List

16.0 [OTA\\_LoyaltyCommonTypes.xsd](#)

16.1 [OTA\\_LoyaltyAccountCreateRQ/OTA\\_LoyaltyAccountRS](#)

16.2 [OTA\\_LoyaltyCertificateCreateRQ/RS](#)

16.3 [OTA\\_LoyaltyCertificateCreateNotifRQ/RS](#)

16.4 [OTA\\_LoyaltyCertificateRedemptionRQ/RS](#)

16.5 [OTA\\_LoyaltyAccountRS](#)

## Use Case Quick Links

1. [A hotel desk clerk enrolls a guest in the hotel's loyalty program](#)
2. [A hotel desk clerk generates a new redemption certificate for a guest](#)
3. [A hotel desk clerk notifies a loyalty service provider partner that a customer has redeemed an existing redemption certificate](#)
4. [A hotel property management system notifies a loyalty service provider of guest enrollments](#)
5. [A hotel desk clerk requests customer account information from a loyalty service provider](#)



6. [A hotel desk clerk requests customer account information from a loyalty service provider](#)

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## 16.1 OTA\_LoyaltyAccountCreateRQ/OTA\_LoyaltyAccountRS

### Message Pair Overview

The OpenTravel Loyalty Account Create message pair allows businesses to send enrollment information to their loyalty service provider to create a new account for one of their customers.

This message pair is based on the profile structure ([OTA\\_Profile.xsd](#)) with extensions for information that pertains only to loyalty account creation.

In the response message the newly created account information (e.g., membership ID) is returned.

### OpenTravel Schema Dictionary

- [Loyalty Schema](#)

### OpenTravel Message Includes

- OTA\_LoyaltyCommonTypes.xsd

### Message Pair Use Cases

*A hotel desk clerk enrolls a guest in the hotel's loyalty program*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_LoyaltyAccountCreateRQ.xml</a>   | View/Download: <a href="#">OTA_LoyaltyAccountRS.xml</a>  |
| John Smith is checking in for a night's stay at Hotel Z.<br><br>While at the front desk, the customer requests that they be enrolled in the Hotel's loyalty program.<br><br>The desk clerk collects the required information for John and his wife, Cathy, and sends request to the loyalty service provider. | <i>In the response, the new member number is returned to the clerk.</i><br><br>The new member number can then be conveyed to the customer, and at check-out the current night's stay can be credited to the customer's loyalty account for point accumulation. |

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## 16.2 OTA\_LoyaltyCertificateCreateRQ/RS

### Message Pair Overview

The OpenTravel Loyalty Certificate Create message pair allows businesses to communicate with their loyalty service provider to generate redemption certificates for their customers. Whereas this “Create” message pair is for on-line information exchange, the companion Loyalty Certificate Create “Notif” message pair is for a [batch “push”](#) transmission.

### OpenTravel Schema Dictionary

- [Loyalty Schema](#)

### OpenTravel Message Includes

- OTA\_LoyaltyCommonTypes.xsd

### Message Pair Use Cases

*A hotel desk clerk generates a new redemption certificate for a guest*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_LoyaltyCertificateCreateRQ.xml</a>  | View/Download: <a href="#">OTA_LoyaltyCertificateCreateRS.xml</a>   |
| John Smith is checking in for a single night's stay at Hotel Z. While at the front desk, the indicated that he would like to use points accumulated through the Hotel's loyalty program to pay for the current night stay. Having verified that the customer has the required number of points for a free night stay (see <a href="#">OTA_ReadRQ/OTA_LoyaltyAccountRS</a> message pair), the desk clerk uses the property management system to send a message to their loyalty service provider to generate a redemption certificate for the appropriate number of loyalty points. | <i>After deducting the requested number of points from the customers account and generating an electronic certificate, the loyalty service provider will respond with a message to verify the creation of the certificate and enabling the hotel to store a reference to the certificate within their database.</i> |

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## 16.3 OTA\_LoyaltyCertificateCreateNotifRQ/RS

### Message Pair Overview

The OpenTravel Loyalty Certificate Create Notif message pair allows businesses to communicate with their loyalty service provider to generate redemption certificates for their customers. Whereas this “Notif” message pair is for a batch “push” transmission, the companion Loyalty Certificate “Create” message pair is for on-line information exchange.

### OpenTravel Schema Dictionary

- [Loyalty Schema](#)

### OpenTravel Message Includes

- OTA\_LoyaltyCommonTypes.xsd

### Message Pair Use Cases

*A hotel property management system notifies a loyalty service provider of guest enrollments*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download:<br><a href="#">OTA_LoyaltyCertificateCreateNotifRQ.xml</a>   | View/Download:<br><a href="#">OTA_LoyaltyCertificateCreateNotifRS.xml</a>   |
| A hotels property management system sends a notification message to their loyalty service provider of guests that have enrolled in their loyalty program. | A response message is sent with a <Success> element indicating the message was received by the loyalty service provider's system. |

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## 16.4 OTA\_LoyaltyCertificateRedemptionRQ/RS

### Message Pair Overview

The OpenTravel Loyalty Certificate Redemption message pair allows businesses to notify their loyalty service provider, or loyalty service providers to notify businesses, that a customer has redeemed an existing redemption certificate.

### OpenTravel Schema Dictionary

- [Loyalty Schema](#)

### OpenTravel Message Includes

- OTA\_LoyaltyCommonTypes.xsd

### Message Pair Use Cases

*A hotel desk clerk requests customer account information from a loyalty service provider*

| <b>Request Message</b>   | <b>Response Message</b>  |
|--|--|
| View/Download:<br><a href="#">OTA_LoyaltyCertificateRedemptionRQ.xml</a>   | View/Download:<br><a href="#">OTA_LoyaltyCertificateRedemptionRS.xml</a>   |
| A customer is checking in for a single night's stay at Hotel Z. While at the front desk, the customer indicates that they would like to use points accumulated through the Hotel's loyalty program to pay for the current night stay. The desk clerk uses the property management system to send a message to their loyalty service provider to indicate that an existing certificate has been redeemed. | <i>After marking the certificate as redeemed within their internal accounting system, the loyalty service provider responds with a message to verify that the certificate has been redeemed.</i> |

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## 16.5 OTA\_ReadRQ/OTA\_LoyaltyAccountRS

### Message Pair Overview

The OpenTravel Read Request and Loyalty Account Response message pair allow businesses to request account information for customers enrolled in their loyalty program (from their loyalty service provider.) The generic [OTA\\_ReadRQ](#) message is used to request the loyalty account information. In response, the loyalty service provider returns a message containing the customers account information. The Loyalty Account Response message is based on the [OTA\\_Profile.xsd](#) with extensions for the information that pertains specifically to the loyalty account.

### OpenTravel Schema Dictionary

- [Loyalty Schema](#)

### OpenTravel Message Includes

- [OTA\\_LoyaltyCommonTypes.xsd](#)

### Message Pair Use Cases

*A hotel desk clerk requests a customers loyalty account status from a loyalty service provider*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_ReadRQ13.xml</a>   | View/Download: <a href="#">OTA_LoyaltyAccountRS.xml</a>                       |
| A customer is checking in for a night stay at Hotel Z. While at the front desk, the customer has questions regarding their loyalty account information. The desk clerk sends a message to the loyalty service provider to request information about the status of the customer's loyalty account. | <i>The service provider responds with the customer's account information.</i> |

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# Section 17— PROFILE MESSAGES

## Messages Overview

The OpenTravel Profile messages define the detailed business content of a customer profile from a travel industry perspective. This specification provides a set of common messages for transmitting customer profile data that customers provide to travel services to create these profiles, and for the exchange of profile information between travel services within the industry.

A profile includes basic information about a customer or a company for identification as well as financial transactions, memberships and contacts. The profile also defines collections of preferences for specific types of travel including key travel support services such as travel agencies and insurance. Profiles contain information about organizational affiliations, and identify certifications and alliances held by companies in their business relationships. No supplier pricing information is included, nor is data on the travel policies or requirements of an organization addressed in this specification.

The OpenTravel profile messages provide the following business functionality:

- Creating new customer profiles
- Updating customer profiles
- Merging duplicate customer profiles
- Searching for and retrieving customer profiles

## Messages List

17.1 [OTA\\_Profile.xsd](#)

17.1 [OTA\\_ProfileCreateRQ/RS](#)

17.2 [OTA\\_ProfileMergeRQ/RS](#)

17.3 [OTA\\_ProfileModifyRQ/RS](#)

17.4 [OTA\\_ReadRQ/OTA\\_ProfileReadRS](#)

## Use Case Quick Links

1. [A global distribution partner creates a customer profile](#)
2. [A customer profile is created that contains rate plan, tour preference, security and transfer information](#)
3. [A hotel desk clerk merges duplicate customer profiles](#)
4. [A hotel desk clerk updates a customer profile](#)
5. [A tour operator searches for a company profile](#)
6. [A hotel desk clerk searches for guest profiles that meet specified search criteria](#)

## 17.1 OTA\_ProfileCreateRQ/RS

### Message Pair Overview

The OpenTravel Profile Create message pair define an operation that generates a new record with a unique identifier. The sequence follows these steps:

- Requester sends a Create request along with the initial data, and optionally a unique identifier
- Responder creates a new record and assigns a unique identifier (e.g., a Profile ID or Reservation ID)
- Responder responds with a message providing a unique identifier for the new record created

### OpenTravel Data Dictionary

- [Profile Schema](#)

### OpenTravel Message Includes

- OTA\_Profile.xsd

### Message Pair Use Cases

*A global distribution partner creates a customer profile*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_ProfileCreateRQ.xml</a>   | View/Download: <a href="#">OTA_ProfileCreateRS.xml</a>  |
| <p>Ms. Delilah Beaudry works for ABC Corporation and travels often for business. The travel division of ABC Corporation uses a Worldspan product to do their business travel booking. They want to set up a profile for Ms. Beaudry so that there will be information such as address, phone number, credit card and personal preferences in the Worldspan data base so that they will not have to input this information for each booking. The ABC Corporation sends a message to create a customer profile. This message includes name, birth date, gender, phone numbers, address, loyalty program membership numbers, and credit card number and expiration date. Because Ms. Beaudry doesn't want this information shared with anyone else, the indicators for sharing information are set to "No."</p> | <p><i>On successful creation of the profile, Worldspan responds with a unique id for Ms. Beaudry's profile.</i></p> |



*A customer profile is created that contains rate plan, tour preference, security and transfer information*

| <b>Request Message</b>  | <b>Response Message</b>   |
|---|---|
| View/Download: <a href="#">OTA_ProfileCreateRQ2.xml</a>   | View/Download: <a href="#">OTA_ProfileCreateRS2.xml</a>   |
| <p>A user creates a new profile with the following information:</p> <ul style="list-style-type: none"><li>• a rates element (The user creates a profile entitled to use the rate “1234” from category “19”)</li><li>• a tour code element (The Tour code element is a contract between a travel agency and an airline)</li><li>• a Profile security element (The purpose of this element is to give the right to another office to perform a given action on this particular profile, without any existing security agreement between the owning office and the other office mentioned in the security element)</li><li>• a Transfer action element (If a booking is created from this profiles, the Transfer Action attribute sets if the corresponding element will be transferred to the booking or not)</li></ul> | <p><i>On successful creation of the profile, a response is returned with a unique id for the profile.</i></p> |

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## 17.2 OTA\_ProfileMergeRQ/RS

### Message Pair Overview

The OpenTravel Profile Merge message pair provides the functionality to merge a number of existing profiles into one and is typically used to remove duplicate customer profiles. A profile merge may consist of up to three different operations on the system:

- An update of the profile which should remain in the system (the consolidated profile).
- Deletion of the profiles which should be merged into the consolidated one (the obsolete profile(s)).
- Updates of any business objects referenced in any of the obsolete profiles, e.g. reservations.

### OpenTravel Data Dictionary

- [Profile Schema](#)

### OpenTravel Message Includes

- OTA\_CommonTypes.xsd
- OTA\_Profile.xsd

### Message Pair Use Cases

*A hotel desk clerk merges duplicate customer profiles*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_ProfileMergeRQ.xml</a>   | View/Download: <a href="#">OTA_ProfileMergeRS.xml</a>  |
| <p>Ms. Sims works in the front desk of a hotel belonging to a major hotel chain. Mr. John Smith walks into the hotel and wishes to stay at the hotel for two nights. It becomes clear that Mr. John Smith has stayed with the hotel chain before, so Ms. Sims performs a search on the hotel chain's central profile repository. The search returns two matches (Profile A and Profile B), with the following profile information:</p> <p><i>Profile A</i><br/>           Profile ID: ABC123<br/>           Name: Mr. John Smith<br/>           Address: 56 Avenue Republique, 75000, Paris France<br/>           E-mail: smith@xyz.com</p> | <p><i>A confirmation message is returned with the unique ID of the consolidated profile.</i></p> |

|   |  |
|---|--|
| <p><i>Profile B</i><br/>Profile ID: ABC456<br/>Name: Mr. John Smith<br/>Address: 56 Avenue Republique, 75000, Paris France<br/>E-mail: <a href="mailto:smith@zyx.com">smith@zyx.com</a></p> <p>Profile A and Profile B have the same contact details apart from the e-mail address (Profile A with smith@xyz.com Profile B with smith@zyx.com). Mr. John Smith confirms that smith@xyz.com indeed is the correct one. While verifying the contact details it appears that both profiles have obsolete addresses, Mr. John Smith now lives on 123 Rue Fantastique, 06000, Nice, France. It also appears that Mr. John Smith's phone numbers are missing in both profiles.</p> <p>In order to rectify the situation Ms. Sims decides to merge Profile B with Profile A, and also update the address and add the phone numbers.</p> <p>As there are booking records from previous hotel stays associated to each of the profiles, the reservations referenced by the consolidated profile are updated as well.</p> <p>The consolidated profile (Profile A) after the merge operation is as follows:<br/>Profile A<br/>Profile ID: ABC123<br/>Name: Mr. John Smith<br/>Address: 123 Rue Fantastique, 06000, Nice France<br/>Office Phone: 0033497532160<br/>Mobile Phone: 0033688171400<br/>E-mail: smith@xyz.com</p> |  |
|---|--|

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## 17.3 OTA\_ProfileModifyRQ/RS

### Message Pair Overview

The OpenTravel Profile Modify message pair handles the need for a full overlay of the profile for the purpose of making a change to an existing profile. Note that all profile information can be modified.

### OpenTravel Data Dictionary

- [Profile Schema](#)

### OpenTravel Message Includes

- OTA\_CommonTypes.xsd
- OTA\_Profile.xsd

### Message Pair Use Cases

*A hotel desk clerk updates a customer profile*

| <b>Request Message</b>  | <b>Response Message</b>  |
|---|--|
| View/Download: <a href="#">OTA_ProfileModifyRQ.xml</a>  | View/Download: <a href="#">OTA_ProfileModifyRS.xml</a>                                       |
| <p>Mr. John Doe walks into the hotel Moonlight and wishes to make a reservation. The hotel front desk agent searches for Mr. John Doe's profile on the hotel chain's central profile repository in order to reuse the contact information and preferences in the reservation process. While double checking the personal information with Mr. John Doe, he finds out that the address and email details in the profile are not up to date, and the telephone number is missing. The front desk agent decides to update Mr. John Doe's profile information.</p> <p><i>Mr. John Doe's profile information before being updated:</i></p> <p>Profile ID: 123456<br/> Name: Mr. John Doe<br/> Address: 56 West Street, New York 10004 US<br/> E-mail: Johndoe@abc.com<br/> Hotel Preferences: Health club, Non-smoking rooms</p> | <p><i>A confirmation message is returned with the unique ID of the modified profile.</i></p> |

|   |  |
|---|--|
| <i>Mr. John Doe's profile information after being updated:</i><br>Profile ID: 123456<br>Name: Mr. John Doe<br>Address: 70 Howard Street, Chicago 60160 US<br>E-mail: Johndoe@edw.com<br>Hotel Preferences: Health club, Non-smoking rooms |  |
|---|--|

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## 17.4 OTA\_ReadRQ/OTA\_ProfileReadRS

### Message Pair Overview

The OpenTravel Read Request and Profile Read Response message pair handles a profile search operation using a number of search criteria. Examples of search criteria would be: guest/company name, address, e-mail address, telephone number, birth date of a guest, etc. The OpenTravel Profile Read response message is used to convey the response.

### OpenTravel Data Dictionary

- [Profile Schema](#)

### OpenTravel Message Includes

- OTA\_Profile.xsd

### Message Pair Use Cases

*A tour operator searches for a company profile*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ14.xml</a>  | View/Download: <a href="#">OTA_ProfileReadRS.xml</a>                                      |
| A tour agent would like to find out the profile of a company named "ABC company", located in Nice, France.<br><br>They also know that the contact person for this company is Mr Doe. | <i>Only one company profile is found based on the search criteria the user has given.</i> |

*A hotel desk clerk searches for guest profiles that meet specified search criteria*

| <b>Request Message</b>   | <b>Response Message</b>   |
|--|---|
| View/Download: <a href="#">OTA_ReadRQ15.xml</a>  | View/Download: <a href="#">OTA_ProfileReadRS2.xml</a><br>View/Download: <a href="#">OTA_ProfileReadRS3.xml</a>  |
| A desk clerk would like to retrieve the profiles of all the guests who are from Atlanta, US, born on the 1st of January, 1980. | <i>Sample Response 1: Only one company profile is found based on the search criteria the user has given.</i><br><br><i>Sample Response 2: Three guest profiles are found which meet the search criteria the user has given.</i> |

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