



Opera Hotel Edition

Award Redemption

Messaging Specification & Requirements Document

for Opera Web Suite Version 5.1 and Opera 3.0.0

Version 1.0

Last updated: August 9, 2005

Copyright © 2005 MICROS Systems, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express prior written consent of the publisher. MICROS Systems, Inc. retains the right to update or change the contents of this document without prior notice. MICROS Systems, Inc. assumes no responsibility for the contents of this document.

OPERA is a trademark of MICROS Systems, Inc.

Information in this document is subject to change without notice.

MICROS Systems, Inc. makes no warranty of any kind with regard to this material, including but not limited to the implied warranties of marketability and fitness for a particular purpose.

MICROS Systems, Inc. shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

MICROS Systems, Inc.
Fidelio Technologies Inc.
2640 Golden Gate Parkway, Suite 211
Naples, FL 34105
Voice. (239) 643-7999 / Fax. (239) 643-7911

Table of Contents

Record of Changes.....	4
Notes	5
Requirements	6
Booking Flow	7
FetchRateAwardsRequest	7
FetchRateAwardsResponse	10
CreateBookingRequest	13
CancelBookingRequest.....	15

Record of Changes

Date	Version	Description	Author
12 MAY 2005	1.0.0	Initial Release	E. Morgenstern

Notes

WSDL document described by this document can be found at:

<http://webservices.micros.com/ows/5.1/Membership.wsdl>
<http://webservices.micros.com/ows/5.1/Reservation.wsdl>

Associated schema (XSD) documentation can be found at:

<http://webservices.micros.com/og/4.3/Core.xsd>
<http://webservices.micros.com/og/4.3/Common.xsd>
<http://webservices.micros.com/og/4.3/HotelCommon.xsd>
<http://webservices.micros.com/og/4.3/Name.xsd>
<http://webservices.micros.com/og/4.3/Membership.xsd>
<http://webservices.micros.com/og/4.3/Reservation.xsd>

Soap actions described by this document are:

<http://webservices.micros.com/ows/5.1/Name.wsdl#FetchGuestCardList>
<http://webservices.micros.com/ows/5.1/Membership.wsdl#FetchRateAwards>
<http://webservices.micros.com/ows/5.1/Reservation.wsdl#CreateBooking>
<http://webservices.micros.com/ows/5.1/Reservation.wsdl#CancelBooking>

Requirements

- The FetchRateAwardsRequest MUST contain Opera ORS/PMS values. These values will NOT be validated through Channel Management.
- The FetchRateAwardsReponse will NOT return values that are converted through Channel Management. These WILL be Opera ORS/PMS values. This includes all values in the response message, including, but not limited to, awardType, resort, rateCode, and roomCategory.
- The CreateBookingRequest MUST contain the values that were returned in the FetchRateAwardsReponse message. These values will NOT be validated through Channel Management. All values in the request message MUST be the Opera ORS/PMS values, including, but not limited to awardType, hotelCode, ratePlanCode, roomTypeCode, and guaranteeType. The guaranteeType is the reservation type that is setup for the specific property in Opera Configuration. If no guaranteeType is sent in the request message, then the 'Default Reservation Type' that is setup in the Configuration tab for Property Details in Opera Configuration will be used.
- Only Awards Based on Rate Codes will be considered.
- Modification of Award Reservation will not be allowed and user has to cancel and book new reservation for any modifications.
- Reservations and Rate Codes created with points will have 0.00 Rate Amount attached to it. All packages that are attached to the award rate code should have 0.00 amounts and be included into the rate codes.
- Opera Configuration
 - User will create new Rate Code(s) for Redemption Award(s) they will honor. The rate header will be setup as any other rate code, except the Redemption checkbox will be checked (DO NOT CHECK 'GDS ALLOWED'). In Rate Details, the Points Req'd. must be filled in with the appropriate point value. The Rate Amount will automatically be assigned a zero dollar amount.
 - User will create Award(s) for each membership type they honor. This can be done via the Awards button on the Membership Type setup. The Cancellation Policy for each award is defined here as well.
 - User will then attach the appropriate rate code to the Award via the Details button on the Membership Awards setup screen.

Booking Flow

1. The UI will call **FetchGuestCardList** from the Name web service and (temporarily) store all relevant information, including, but not limited to, the operaID for the membership. The operaID NEEDS to be sent in as membershipID in the MemberAwardInfo element in the CreateBookingRequest.
2. The UI will call **FetchRateAwards** from the Membership web service. This web service will fetch the availability for Rate Awards.
3. The UI will call **CreateBooking** from the Reservation web service using values sent in FetchRateAwardResponse. The reservation will be made and the Award will be automatically created and issued for the booking and points deducted from the Member's account.
4. The UI will call **CancelBooking** from the Reservation web service. The reservation will be canceled and based on the Award cancellation policy, either the full points for the award will be returned to Member's account or a portion of the points will be returned to the the Member's account.

FetchRateAwardsRequest

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:m="http://webservices.micros.com/og/4.3/Membership/">
  <soap:Header>
    <OGHeader soap:mustUnderstand="1" transactionID="000044" timeStamp="2004-01-
15T10:19:06.0875000-05:00" xmlns="http://webservices.micros.com/og/4.3/Core/">
      <Origin entityID="ETC" systemType="WBE"/>
      <Destination entityID="TI" systemType="ORS"/>
    </OGHeader>
  </soap:Header>
  <soap:Body>
    <FetchRateAwardsRequest
      xmlns:ml="http://webservices.micros.com/og/4.3/Membership/"
      xmlns:hc="http://webservices.micros.com/og/4.3/HotelCommon/"
      xmlns="http://webservices.micros.com/ows/5.1/Membership.wsdl">
      <MembershipType>GC</MembershipType>
      <MembershipLevel>ELITE</MembershipLevel>
      <StayDateRange>
        <hc:StartDate>2005-05-11T00:00:00.000</hc:StartDate>
        <hc:EndDate>2005-05-12T00:00:00.000</hc:EndDate>
      </StayDateRange>
      <NumberOfRooms>2</NumberOfRooms>
      <PointsBelow>1000</PointsBelow>
      <PointsAbove>0</PointsAbove>
      <HotelReferences>
        <hc:HotelReference hotelCode="SEFIVE" chainCode="WC"/>
        <hc:HotelReference hotelCode="002" chainCode="CHA"/>
      </HotelReferences>
    </FetchRateAwardsRequest>
  </soap:Body>
</soap:Envelope>
```

FetchRateAwardsRequest

```
<xs:element name="RegionalAvailabilityRequest" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:complexType>
    <xs:sequence>
      <xs:choice>
        <xs:element name="RegionalSearchCode" type="avl:RegionalSearchCode" />
        <xs:element name="HotelReferences" type="hc:HotelReferenceList" />
      </xs:choice>
      <xs:element name="StayDateRange" type="hc:TimeSpan" />
      <xs:element minOccurs="0" name="NumberOfRooms" type="xs:int" />
      <xs:element name="NumberOfGuests" type="xs:int" />
      <xs:element minOccurs="0" name="MinMaxRate" type="hc:MinMaxRate" />
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:element name="FetchRateAwardsRequest" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="MembershipType" type="xs:string"/>
      <xs:element name="MembershipLevel" type="xs:string"/>
      <xs:element name="StayDateRange" type="hc:TimeSpan"/>
      <xs:element name="NumberOfRooms" type="xs:int"/>
      <xs:element name="PointsBelow" type="xs:long"/>
      <xs:element name="PointsAbove" type="xs:long"/>
      <xs:element name="HotelReferences" type="hc:HotelReferenceList"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>
```

Name	Type	Data Type	Use	Comment
MembershipType	element	String	required	The code of the membership. Award availability will be queried based on the code.
MembershipLevel	element	String	required	The level of the member. Award availability will be queried based on membership level.
StayDateRange	element	TimeSpan	required	The stay date range for which award availability shall be queried.
NumberOfRooms	element	int	required	If not provided, a default value of one (1) will be assumed.
PointsBelow	element	Long	optional	If provided, will search for awards with point values equal to or below.
PointsAbove	element	Long	optional	If provided, will search for awards with point values equal to or above.
HotelReferences	Element	HotelReferenceList	optional	If provided, will query for awards to only the specified hotels.

TimeSpan				
<pre><xs:complexType name="TimeSpan" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:sequence> <xs:element name="StartDate" type="xs:dateTime" /> <xs:element name="EndDate" type="xs:dateTime" /> </xs:sequence> </xs:complexType></pre>				
Name	Type	Data Type	Use	Comment
StartDate	element	dateTime	required	In this context represents the arrival date for which availability should be searched.
EndDate	element	dateTime	required	In this context represents the departure date for which availability should be searched.

HotelReferenceList				
<pre><xs:complexType name="HotelReferenceList" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:sequence> <xs:element maxOccurs="unbounded" name="HotelReference" type="HotelReference" /> </xs:sequence> </xs:complexType></pre>				
Name	Type	Data Type	Use	Comment
HotelReference	element	HotelReference	required	Collection of HotelReference types.

HotelReference Root node value contains hotel full name (optional). Used for information purposes only. No attempt will be made to use the root value to identify a property or resort.				
<pre><xs:complexType name="HotelReference" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:simpleContent> <xs:extension base="xs:string"> <xs:attribute name="chainCode" type="xs:string" use="required" /> <xs:attribute name="hotelCode" type="xs:string" use="required" /> </xs:extension> </xs:simpleContent> </xs:complexType></pre>				
Name	Type	Data Type	Use	Comment
chainCode	attribute	string	required	Chain code of resort identified.
hotelCode	attribute	string	required	The resort id code as defined in Opera (not the channel conversion resort).

FetchRateAwardsResponse

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <OGHeader soap:mustUnderstand="1" transactionID="000044" timeStamp="2004-01-
15T10:19:06.0875000-05:00" xmlns="http://webservices.micros.com/og/4.3/Core/">
      <Origin entityID="TI" systemType="ORS"/>
      <Destination entityID="WEST" systemType="WBE"/>
    </OGHeader>
  </soap:Header>
  <soap:Body>
    <FetchRateAwardsResponse xmlns:hc="http://webservices.micros.com/og/4.3/HotelCommon/"
  xmlns:c="http://webservices.micros.com/og/4.3/Common/"
  xmlns="http://webservices.micros.com/ows/5.1/Membership.wsdl">
      <Result resultStatusFlag="SUCCESS"/>
      <RateAwardList>
        <RateAwardInfo xmlns="http://webservices.micros.com/og/4.3/Membership/">
          <membershipType>GC</membershipType>
          <awardType>AWSE5B</awardType>
          <resort>SEFIVE</resort>
          <rateCode>AWARD1</rateCode>
          <points_required>1000</points_required>
          <roomCategory>MHTQ</roomCategory>
          <beginDate>2005-05-09</beginDate>
          <endDate>2006-12-31</endDate>
          <cancelPenaltyDays>0</cancelPenaltyDays>
          <cancelPenaltyCharge>0</cancelPenaltyCharge>
          <cancelPenaltyPoints>0</cancelPenaltyPoints>
          <RateDescription>Award Rate 1000 Miles</RateDescription>
          <RoomDescription>MHTQ</RoomDescription>
        </RateAwardInfo>
        <RateAwardInfo xmlns="http://webservices.micros.com/og/4.3/Membership/">
          <membershipType>GC</membershipType>
          <awardType>AWSE5C</awardType>
          <resort>SEFIVE</resort>
          <rateCode>AWARD1</rateCode>
          <points_required>1000</points_required>
          <roomCategory>STK</roomCategory>
          <beginDate>2005-05-09</beginDate>
          <endDate>2006-12-31</endDate>
          <cancelPenaltyDays>1</cancelPenaltyDays>
          <cancelPenaltyCharge>1000</cancelPenaltyCharge>
          <cancelPenaltyPoints>1000</cancelPenaltyPoints>
          <RateDescription>Award Rate 1000 Miles</RateDescription>
          <RoomDescription>STK</RoomDescription>
        </RateAwardInfo>
      </RateAwardList>
    </FetchRateAwardsResponse>
  </soap:Body>
</soap:Envelope>
```

FetchRateAwardsResponse

```
<xs:element name="FetchRateAwardsResponse" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="Result" type="c:ResultStatus"/>
      <xs:element minOccurs="0" name="RateAwardList" type="m:RateAwardList"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>
```

Name	Type	Data Type	Use	Comment
Result	element	ResultStatus	required	Standard result object.
RateAwardList	element	RateAwardList	required	Collection of Available Rate Awards

ResultStatus

```
<xs:complexType name="ResultStatus" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:sequence>
    <xs:element minOccurs="0" name="Text" type="tns:TextList" />
    <xs:element minOccurs="0" name="IDs" type="tns:IDPairList" />
  </xs:sequence>
  <xs:attribute name="resultStatusFlag" type="tns:ResultStatusFlag" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comment
Text	element	TextList	optional	Used to store any error or warning text associated with transaction.
IDs	element	IDPairList	optional	Not used in this context.
resultStatusFlag	attribute	ResultStatusFlag	required	Primary indication of success or failure of called function.

TextList

```
<xs:complexType name="TextList" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:sequence>
    <xs:element maxOccurs="unbounded" name="TextElement" type="tns:Text" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comment
TextElement	element	Text	required	In this context, encapsulates text error message string(s).

Text In this context, root node value contains error string.

```
<xs:complexType name="Text" xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:simpleContent>
    <xs:extension base="xs:normalizedString">
      <xs:attribute name="formatted" type="xs:boolean" use="optional" />
      <xs:attribute name="language" type="xs:language" use="optional" />
    </xs:extension>
  </xs:simpleContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comment
formatted	attribute	boolean	ignored	Not used in this context.
language	attribute	language	ignored	Not used in this context.

RateAwardList				
<pre><xs:complexType name="RateAwardList" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:sequence> <xs:element maxOccurs="unbounded" name="RateAwardInfo" type="RateAwardInfo" /> </xs:sequence> </xs:complexType></pre>				
Name	Type	Data Type	Use	Comment
RateAwardInfo	element	RateAwardInfo	required	Collection of Award types

RateAwardInfo				
<pre><xs:complexType name="RateAwardInfo" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:attribute name="membershipType" type="xs:string" /> <xs:attribute name="awardType" type="xs:string" /> <xs:attribute name="resort" type="xs:string" /> <xs:attribute name="rateCode" type="xs:string" /> <xs:attribute name="points_required" type="xs:double" /> <xs:attribute name="roomCategory" type="xs:string" /> <xs:attribute name="beginDate" type="xs:date" /> <xs:attribute name="endDate" type="xs:date" /> <xs:attribute name="cancelPenaltyDays" type="xs:double" /> <xs:attribute name="cancelPenaltyCharge" type="xs:double" /> <xs:attribute name="cancelPenaltyPoints" type="xs:double" /> <xs:attribute name="issueKey" type="xs:string" /> <xs:attribute name="issueKeyRaw" type="xs:base64Binary" /> <xs:attribute name="RateDescription" type="xs:string" /> <xs:attribute name="RoomDescription" type="xs:string" /> </xs:complexType></pre>				
Name	Type	Data Type	Use	Comment
membershipType	attribute	string	required	MembershipType code that is stored in Opera.
awardType	attribute	string	required	Award Code of the award
resort	attribute	string	required	Opera Resort ID (not channel conversion resortCode)
rateCode	attribute	string	required	Rate code that is attached to the awardType. Opera rateCode (not channel conversion rateCode)
roomCategory	attribute	double	required	Room code that is attached to the rateCode. Opera roomCode (not channel conversion roomCode)
beginDate	attribute	date	required	BeginDate of the awardType
endDate	attribute	date	required	EndDate of the awardType
cancelPenaltyDays	attribute	double	required	Cancellation days of the award
cancelPenaltyCharge	attribute	double	required	Cancellation penalty charge (dollar amt) if award is cancelled
cancelPenaltyPoints	attribute	double	required	Cancellation penalty charge (points) if award is cancelled
issueKey	attribute	string	not used	
issueKeyRaw	attribute	base64Binary	not used	
RateDescription	attribute	string	required	RateCode description as stored on Rate Header setup in Opera.
RoomDescription	attribute	string	required	RoomDescription as stored on Room Type setup in Opera.

CreateBookingRequest

For full breakout of CreateBooking, please review the OWS Reservation Messaging Spec.doc for OWS 5.1 and Opera 3.0.0. A sample XML message as well the breakout of the MemberAwardInfo element in RoomStay are provided here for quick reference.

```
<?xml version="1.0" encoding="utf-8"?>
<!-- edited with XML Spy v4.4 U (http://www.xmlspy.com) by Vaishali Dihenia (Micros Systems Inc) -->
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:c="http://webservices.micros.com/og/4.3/Common/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:r="http://webservices.micros.com/og/4.3/Reservation/"
  xmlns:hc="http://webservices.micros.com/og/4.3/HotelCommon/"
  xmlns:m="http://webservices.micros.com/og/4.3/Membership/"
  xmlns:n="http://webservices.micros.com/og/4.3/Name/">
  <soap:Header>
    <OGHeader soap:mustUnderstand="1" transactionID="000099" timeStamp="2004-03-
22T15:25:01.4625000-05:00" primaryLangID="E" xmlns="http://webservices.micros.com/og/4.3/Core/">
      <Origin entityID="WEST" systemType="WEB"/>
      <Destination entityID="TI" systemType="ORS"/>
    </OGHeader>
  </soap:Header>
  <soap:Body>
    <CreateBookingRequest xmlns="http://webservices.micros.com/ows/5.1/Reservation.wsdl">
      <HotelReservation>
        <r:RoomStays>
          <hc:RoomStay>
            <hc:RatePlans>
              <hc:RatePlan ratePlanCode="AWARD5"/>
            </hc:RatePlans>
            <hc:RoomTypes>
              <hc:RoomType roomTypeCode="STK" numberOfUnits="1"/>
            </hc:RoomTypes>
            <hc:RoomRates>
              <hc:RoomRate roomTypeCode="STK" ratePlanCode="AWARD5">
                <hc:Rates>
                  <hc:Rate>
                    <hc:Base currencyCode="USD">0.00</hc:Base>
                  </hc:Rate>
                </hc:Rates>
              </hc:RoomRate>
            </hc:RoomRates>
            <hc:GuestCounts>
              <hc:GuestCount ageQualifyingCode="ADULT" count="1"/>
              <hc:GuestCount ageQualifyingCode="CHILD" count="0"/>
            </hc:GuestCounts>
            <hc:TimeSpan>
              <hc:StartDate>2005-06-01T00:00:00.000</hc:StartDate>
              <hc:EndDate>2005-06-02T00:00:00.000</hc:EndDate>
            </hc:TimeSpan>
            <hc:Guarantee guaranteeType="CC">
              <hc:GuaranteesAccepted>
                <hc:GuaranteeAccepted>
                  <hc:GuaranteeCreditCard>
                    <c:cardCode>AX</c:cardCode>
                    <c:cardHolderName>Eric Morgenstern</c:cardHolderName>
                    <c:cardNumber>371111111111114</c:cardNumber>
                    <c:expirationDate>2006-01-31</c:expirationDate>
                  </hc:GuaranteeCreditCard>
                </hc:GuaranteeAccepted>
              </hc:GuaranteesAccepted>
            </hc:Guarantee>
          </hc:RoomStay>
        </r:RoomStays>
      </HotelReservation>
    </CreateBookingRequest>
  </soap:Body>
</soap:Envelope>
```

This document has been prepared by Fidelio Technologies, Inc. and is being furnished to a select group of individuals for informational purposes. This is a confidential document that contains ideas, concepts, methods, and other proprietary information. Readers are to treat the information contained herein as confidential.

```

        </hc:GuaranteeCreditCard>
        </hc:GuaranteeAccepted>
        </hc:GuaranteesAccepted>
    </hc:Guarantee>
    <hc:HotelReference chainCode="WC" hotelCode="SEFIVE"/>
    <hc:ResGuestRPHs>
        <ResGuestRPH RPH="0"/>
    </hc:ResGuestRPHs>
    <hc:Comments>
        <hc:Comment guestViewable="false" commentOriginatorCode="CRO">
            <hc:Text>NON SMOKING</hc:Text>
        </hc:Comment>
        <hc:Comment guestViewable="true">
            <hc:Text>CHOCOLATES</hc:Text>
        </hc:Comment>
    </hc:Comments>
    <hc:SpecialRequests>
        <hc:SpecialRequest requestCode="CRIB"/>
        <hc:SpecialRequest requestCode="BALC"/>
    </hc:SpecialRequests>
    <hc:MemberAwardInfo>
        <m:awardType>AWSE5C</m:awardType>
        <m:membershipID>26748</m:membershipID>
    </hc:MemberAwardInfo>
</hc:RoomStay>
</r:RoomStays>
<r:ResGuests>
    <r:ResGuest resGuestRPH="0">
        <r:Profiles>
            <n:Profile>
                <n:ProfileIDs>
                    <c:UniqueID type="INTERNAL">1749070</c:UniqueID>
                </n:ProfileIDs>
            </n:Profile>
        </r:Profiles>
        <r:ArrivalTransport carrierCode="AA" id="421" locationCode="SEA" time="2005-05-
11T14:30:00.000"/>
        <r:DepartureTransport carrierCode="DE" id="1421" locationCode="SEA" time="2005-05-
12T16:30:00.000" type="Train"/>
    </r:ResGuest>
</r:ResGuests>
    <WrittenConfInst>
        <Email>emorgenstern@micros.com</Email>
    </WrittenConfInst>
</HotelReservation>
</CreateBookingRequest>
</soap:Body>
</soap:Envelope>

```

MemberAwardInfo				
<xs:complexType name="MemberAwardInfo" xmlns:xs="http://www.w3.org/2001/XMLSchema"> <xs:attribute name="awardType" type="xs:string" /> <xs:attribute name="membershipID" type="xs:long" /> </xs:complexType>				
Name	Type	Data Type	Use	Comment
awardType	attribute	string	required	AwardType that was given in the FetchRateAwards call
membershipID	attribute	long	required	This is the operalD received during a FetchMembership call

CancelBookingRequest

No changes to the CancelBookingRequest Messaging Specification.