

Open Travel Alliance Schema Descriptions and Examples

(Inclusive of new messages from 2002B, 2003A)

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Section 1—Introduction

The following document contains business scenarios for the OpenTravel Alliance (OTA) Extensible Mark-up Language (XML) messages. These examples are not meant to be an exhaustive list of how to use the messages. Rather this document provides examples of how a message MAY be used by implementers of the OTA specification. The messages can certainly be utilized in many more ways than are addressed in this document. Please do not limit your use of the OTA specification to these examples.

This document contains a sub-set of examples for OTA schemas- specifically all schemas introduced during the 2002B and 2003A development cycles, as well as OTA's "generic" messages. OTA continues to work towards the goal of producing, at a minimum, one example for each available schema. For both the business scenarios as well as the schema, the use of XML allows for the flexibility to adapt and apply the messages to your individual business needs. We will continue to develop and publish additions to this document going forward.

Overview of New Messages for 2003A

Insurance

The 2003A release of the OTA Insurance specifications adds new functionality in the form of a product search/discovery message pair (OTA_InsurancePlanSearchRQ/OTA_InsurancePlanSearchRS). The new functionality allows an end user to search for an insurance plan based on itinerary criteria such as traveler information, destination and length of trip. The system will respond with a list of products that meets the search criteria. The new messages allow for varying levels of detail for the travel information (request) as well as for the product information (response). Once an end user identifies a product through the new search messages, he/she may then quote or purchase the insurance using the already published OTA Insurance Quote and Book messages. The structure and function of the older messages remains substantially unchanged from earlier releases.

Hotel

The hotel message set was further expanded with the inclusion of the OTA_HotelRFP RQ/RS and OTA_HotelResModify RQ/RS messages in the 2003A release.

OTA_HotelRFP_RQ allows for automation of the current highly manual effort of requests for proposal/requests for information for either Group/Meeting or Tour/Wholesale business. OTA_HotelRFP_RS automates the acknowledgement of receiving the request.

The OTA_HotelResModify RQ/RS message set accommodates a full overlay of a reservation for the purpose of making a change to an existing confirmed booking.

1.1. Document Organization

This document has been divided up into sections for each segment of the travel industry and for the generic messages. Each section has instance documents for the specified messages, which have been validated by and parsed against the 2003A XSD schema specifications. The examples are designated with the following footnote:

Parsed 2003A This heading is used to define what version the XSD schema is validated by, and has been parsed against as found on the OTA Website at <http://www.opentravel.org/spec.cfm#>, using various XML tools.

1.2. Specification Versioning Table

The first issue of the xsd is indicated by either a 'N' for new or the actual version number in the release column.

XSD Name	2001			2002		2003		2004	
	A	B	C	A	B	A	B	A	B
OTA_AirAvailRQ				N					
OTA_AirAvailRS				N					
OTA_AirBookRQ		N							
OTA_AirBookRS		N							
OTA_AirCommonTypes				N					
OTA_AirDetailsRQ				N					
OTA_AirDetailsRS				N					
OTA_AirFlifoRQ					N				
OTA_AirFlifoRS					N				
OTA_AirLowFareSearchRQ				N					
OTA_AirLowFareSearchRS				N					
OTA_AirPreferences				N					
OTA_AirPriceRQ				N					
OTA_AirPriceRS				N					
OTA_AirRulesRQ				N					
OTA_AirRulesRS				N					
OTA_AirScheduleRQ					N				
OTA_AirScheduleRS					N				
OTA_CancelRQ					N				
OTA_CancelRS					N				
OTA_CommonPrefs				N					
OTA_CommonTypes				N					
OTA_DeleteRQ	N								
OTA_DeleteRS	N								
OTA_ErrorRS					N				
OTA_GolfCommonTypes				N					
OTA_GolfCourseAvailRQ			N						

XSD Name	2001			2002		2003		2004	
	A	B	C	A	B	A	B	A	B
OTA_GolfCourseAvailRS			N						
OTA_GolfCourseResRQ			N						
OTA_GolfCourseResRS			N						
OTA_GolfCourseSearchRQ			N						
OTA_GolfCourseSearchRS			N						
OTA_HotelAvailNotifRQ		N							
OTA_HotelAvailNotifRS		N							
OTA_HotelAvailRQ		N							
OTA_HotelAvailRS		N							
OTA_HotelBookingRuleNotifRQ		N							
OTA_HotelBookingRuleNotifRS		N							
OTA_HotelCommNotifRQ		N							
OTA_HotelCommNotifRS		N							
OTA_HotelCommonTypes				N					
OTA_HotelContentDescription					N				
OTA_HotelDescriptiveContentNotifRQ		N							
OTA_HotelDescriptiveContentNotifRS		N							
OTA_HotelDescriptiveInfoRQ					N				
OTA_HotelDescriptiveInfoRS					N				
OTA_HotelGetMsgRQ		N							
OTA_HotelGetMsgRS		N							
OTA_HotelInvAdjustRQ		N							
OTA_HotelInvAdjustRS		N							
OTA_HotelInvBlockNotifRQ		N							
OTA_HotelInvBlockNotifRS		N							
OTA_HotelInvCountNotifRQ		N							
OTA_HotelInvCountNotifRS		N							
OTA_HotelInvNotifRQ		N							
OTA_HotelInvNotifRS		N							
OTA_HotelInvSyncRQ		N							
OTA_HotelInvSyncRS		N							
OTA_HotelPreferences		N							
OTA_HotelRateAmountNotifRQ		N							
OTA_HotelRateAmountNotifRS		N							
OTA_HotelRatePlanNotifRQ		N							
OTA_HotelRatePlanNotifRS		N							
OTA_HotelReservation				N					
OTA_HotelResModifyRQ						1.0			
OTA_HotelResModifyRS						1.0			
OTA_HotelResNotifRQ		N							
OTA_HotelResNotifRS		N							
OTA_HotelResRQ		N							
OTA_HotelResRS		N							
OTA_HotelRFP_RQ						1.0			
OTA_HotelRFP_RS						1.0			

XSD Name	2001			2002		2003		2004	
	A	B	C	A	B	A	B	A	B
OTA_HotelRoomListRQ					N				
OTA_HotelRoomListRS					N				
OTA_HotelSearchRQ		N							
OTA_HotelSearchRS		N							
OTA_HotelStatsNotifRQ		N							
OTA_HotelStatsNotifRS		N							
OTA_HotelStatsRQ		N							
OTA_HotelStatsRS		N							
OTA_HotelStayInfoNotifRQ		N							
OTA_HotelStayInfoNotifRS		N							
OTA_HotelSummaryNotifRQ		N							
OTA_HotelSummaryNotifRS		N							
OTA_InsuranceBookRQ		N							
OTA_InsuranceBookRS		N							
OTA_InsuranceCommonTypes				N					
OTA_InsurancePlanSearchRQ						1.0			
OTA_InsurancePlanSearchRS						1.0			
OTA_InsuranceQuoteRQ		N							
OTA_InsuranceQuoteRS		N							
OTA_LoyaltyAccountCreateRQ					N				
OTA_LoyaltyAccountRS					N				
OTA_LoyaltyCertificateCreateNotifRQ					N				
OTA_LoyaltyCertificateCreateNotifRS					N				
OTA_LoyaltyCertificateCreateRQ					N				
OTA_LoyaltyCertificateCreateRS					N				
OTA_LoyaltyCertificateRedemptionRQ					N				
OTA_LoyaltyCertificateRedemptionRS					N				
OTA_LoyaltyCommonTypes					N				
OTA_MeetingProfile		N							
OTA_PingRQ				N					
OTA_PingRS				N					
OTA_PkgAvailRQ			N						
OTA_PkgAvailRS			N						
OTA_PkgBookRQ			N						
OTA_PkgBookRS			N						
OTA_PkgCommonTypes				N					
OTA_PkgReservation				N					
OTA_Profile				N					
OTA_ProfileCreateRQ				N					
OTA_ProfileCreateRS				N					
OTA_ProfileReadRS						1.0			
OTA_RailAvailRQ					N				
OTA_RailAvailRS					N				
OTA_RailBookRQ					N				
OTA_RailBookRS					N				

XSD Name	2001			2002		2003		2004	
	A	B	C	A	B	A	B	A	B
OTA_RailCommonTypes					N				
OTA_RailRetrieveRS					N				
OTA_ReadRQ	N								
OTA_SimpleTypes				N					
OTA_TravellineraryReadRQ					N				
OTA_TravellineraryRS					N				
OTA_UpdateRQ	N								
OTA_UpdateRS	N								
OTA_VehAvailRateRQ		N							
OTA_VehAvailRateRS		N							
OTA_VehCancelRQ				N					
OTA_VehCancelRS				N					
OTA_VehicleCommonTypes				N					
OTA_VehLocDetailRQ					N				
OTA_VehLocDetailRS					N				
OTA_VehLocSearchRQ					N				
OTA_VehLocSearchRS					N				
OTA_VehModifyRQ				N					
OTA_VehModifyRS				N					
OTA_VehResRQ		N							
OTA_VehResRS		N							
OTA_VehRetResRQ				N					
OTA_VehRetResRS				N					

The following table lists xsd's that were created in the early versions of the specification and were later either deprecated and/or replaced in one of the common type xsd's or by a new message.

XSD Name	2001			2002
	A	B	C	A
Address			N	Deprecated – now included in OTA_CommonTypes as AddressInfoType
Airtinerary		N		Deprecated – now included in OTA_AirCommonTypes as AirtineraryType
AirTraveler		N		Deprecated – now included in OTA_AirCommonTypes as AirTravelerType
ArrivalDaysOfWeek		N		Deprecated – now included in OTA_SimpleTypes as DayOfWeekType
CancelPenalties		N		Deprecated - now included in OTA_HotelCommonTypes as CancelPenaltiesType
CommonAirSchema		N		Deprecated - now included in OTA_AirCommonTypes and OTA_CommonTypes

XSD Name	2001			2002
	A	B	C	A
CompanyName		N		Deprecated - now included in OTA_CommonTypes as CompanyNameType
Control	N	Deprecated		
DateTimeSpan		N		Deprecated – now included in OTA_CommonTypes as DateTimeSpanType
DestinationSystemCodes		N		Deprecated – now included in OTA_HotelCommonTypes as DestinationSystemCodesType
DOWPattern		N		Deprecated – now included in OTA_CommonTypes as DOW_PatternType
Email			N	Deprecated – now included in OTA_CommonTypes as EmailType.
GolfCourseRes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseResType
GolfCourseTeeTimes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseTeeTimeType
HotelReference		N		Deprecated – now included in OTA_CommonTypes as HotelReferenceGroup
InvBlockCode		N		Deprecated – now included in OTA_HotelCommonTypes as InvBlockCodeType
Memberships			N	Deprecated – now included in OTA_GolfCommonTypes as MembershipsType
OTA_CreateProfileRQ	N			Deprecated – message name changed to OTA_ProfileCreateRQ
OTA_CreateProfileRS	N			Deprecated – message name changed to OTA_ProfileCreateRS
OTA_ReadProfileRS	N			Deprecated – message name changed to OTA_ProfileReadRS
OTA_nvent	N	Deprecated –included in OTA_v2ent.xsd		
OTA_payloadRQ	N	Deprecated		
OTA_payloadRS	N	Deprecated		
OTA_pos		N		Deprecated – now included in OTA_CommonTypes as POS_Type
OTA_stderr	N	Deprecated – included in OTA_v2ent.xsd		
OTA_v2ent	N			Deprecated – replaced by OTA_ErrorRS.xsd
OTA_Privacy	N			Deprecated – now included in OTA_CommonTypes as PrivacyGroup
PackageRequest			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType

XSD Name	2001			2002
	A	B	C	A
PaymentForm			N	Deprecated – now included in OTA_CommonTypes as PaymentFormType
PersonName			N	Deprecated – now included in OTA_CommonTypes as PersonNameType
PkgCodeList			N	Deprecated – now included in OTA_PackageCommonTypes, OTA_CommonTypes, and OTA_SimpleTypes
PkgCommonElements			N	Deprecated – replaced with OTA_PackageCommonTypes
PackageInvoiceDetail			N	Deprecated – now included in OTA_PackageCommonTypes as PkgInvoiceDetail
PkgPackageSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType
PkgPassengerListItem			N	Deprecated – now included in OTA_PackageCommonTypes as PkgPassengerListItem
PkgRoomProfile			N	Deprecated – now included in OTA_PackageCommonTypes as PkgRoomProfileType
PkgStdTypes			N	Deprecated – now included in OTA_PackageCommonTypes and OTA_CommonTypes
PkgTravelJourney			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelJourney
PkgTravelSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelSegment
Preferences			N	Deprecated – replaced with OTA_CommonPrefs
Privacy		N		Deprecated – now included in OTA_CommonTypes as PrivacyGroup
ProductDescriptions		N		Deprecated – now included in OTA_HotelCommonTypes as ProductDescriptionsType
Profile	N			Deprecated – replaced with OTA_Profile
ProfileRef		N		Deprecated – replaced with OTA_Profile
ProfileType		N		Deprecated – replaced with OTA_Profile
RoutingHop		N		Deprecated – now included in OTA_HotelCommonTypes as RoutingHopType
SellableProducts		N		Deprecated – now included in OTA_HotelCommonTypes as SellableProductsType
SpecialReqDetails		N		Deprecated – now included in OTA_AirCommonTypes as SpecialReqDetailsType

XSD Name	2001			2002
	A	B	C	A
Statistics		N		Deprecated – now included in OTA_HotelCommonTypes as StatisticsType
StatusApplicationControl		N		Deprecated – now included in OTA_HotelCommonTypes as StatusApplicationControlType
Telephone			N	Deprecated – now included in OTA_CommonTypes as TelephoneType
Ticketing		N		Deprecated – now included in OTA_AirCommonTypes as TicketingInfoType
TPA_Extensions			N	Deprecated – now included in OTA_CommonTypes as TPA_ExtensionsType
TravelerInfo		N		Deprecated – now included in OTA_AirCommonTypes as TravelerInfoType
Uniqueld		N		Deprecated – now included in OTA_CommonTypes as Uniqueld_Type
Viewership		N		Deprecated – now included in OTA_HotelCommonTypes as ViewershipsType
WrittenConfInst		N		Deprecated – now included in OTA_HotelCommonTypes as WrittenConfInstType

Section 2—Air Working Group

Two new messages, flight status information (OTA AirFlifo) and flight schedules (OTA_AirSchedules), were included in the OTA 2002B specification.

Users of the OTA AirFlifo message are now able to obtain up-to-date, customer facing and operational flight status information. Airline specific schedule information can be retrieved for a particular market and or flight number, and used for a variety of purposes, with the OTA Schedules message.

Both messages are stateless by design and do not require a pre-existing context to request them. Note: IATA airport and airline codes are used except where noted by the use of the CodeContext attribute.

2.1. OTA_Air Flifo RQ/RS

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

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

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

2.1.1. Use Case: Air Flight Information Request

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

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

2.1.1.1. Event: Request

John Smith requests arrival information on Delta's flight 1644 on December 3, 2003.

Parsed 2003A OTA_AirFlifoRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRQ.xsd" EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <Airline Code="DL"/>
  <FlightNumber>1644</FlightNumber>
  <DepartureDate>2003-04-01</DepartureDate>
</OTA_AirFlifoRQ>
```

2.1.1.2. Event: Response

John Smith gets a response back, giving him the arrival time for Delta's flight 1644.

Parsed 2003A OTA_AirFlifoRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRS.xsd">
  <Success/>
  <FlightInfoDetails TotalFlightTime="PT3H38M" TotalMiles="734">
    <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H33M" LegDistance="432">
      <DepartureAirport LocationCode="IND"/>
      <ArrivalAirport LocationCode="ATL" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
      <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
      <DepartureDateTime Scheduled="2003-04-01T08:30:00" Actual="2003-04-01T08:30:00"/>
      <ArrivalDateTime Scheduled="2003-04-01T10:30:00" Estimated="2003-04-01T10:26:00"/>
    </FlightLegInfo>
    <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H13M" LegDistance="302">
      <DepartureAirport LocationCode="ATL"/>
      <ArrivalAirport LocationCode="MOB" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
      <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
      <DepartureDateTime Scheduled="2003-04-01T12:55:00"/>
      <ArrivalDateTime Scheduled="2003-04-01T01:08:00"/>
    </FlightLegInfo>
  </FlightInfoDetails>
</OTA_AirFlifoRS>
```

2.1.2. Use Case: Air Flight Information Request, Wireless Response

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

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

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

2.1.2.1. Event: Request

Tim Johnson requests the flight status for his Delta flight 1716 from Atlanta to Minneapolis.

Parsed 2003A OTA_AirFlifoRQ-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRQ.xsd" EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <Airline Code="DL"/>
  <FlightNumber>1716</FlightNumber>
  <DepartureDate>2003-04-15</DepartureDate>
  <DepartureAirport LocationCode="ATL"/>
  <ArrivalAirport LocationCode="MSP"/>
</OTA_AirFlifoRQ>
```

2.1.2.2. Event: Response

Delta sends back a response to Tim Johnson's pager, giving him the flight status.

Parsed 2003A OTA_AirFlifoRS-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirFlifoRS.xsd">
  <Success/>
  <FlightInfoDetails TotalFlightTime="PT2H38M" TotalMiles="907">
    <FlightLegInfo FlightNumber="1716" JourneyDuration="PT2H38M" LegDistance="907">
      <DepartureAirport LocationCode="ATL"/>
      <ArrivalAirport LocationCode="MSP" Diversion="0"/>
      <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines </MarketingAirline>
      <Equipment AirEquipType="738">Boeing 737-800</Equipment>
      <DepartureDateTime Scheduled="2003-04-15T08:05:00"/>
      <ArrivalDateTime Scheduled="2003-04-15T09:43:00" Estimated="2003-04-15T09:43:00"/>
    </FlightLegInfo>
  </FlightInfoDetails>
</OTA_AirFlifoRS>
```

```
</FlightLegInfo>  
</FlightInfoDetails >  
</OTA_AirFlifoRS >
```

2.2. OTA_Air Schedules RQ/RS

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

The Schedules messages could be used for the following circumstances:

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

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

2.2.1. Use Case: Requesting Available Air Schedules

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

Using his office computer, Mr. Jones requests to see available schedules for United Airlines flights leaving from Denver around 9:00am and arriving in Los Angeles.

The corresponding XML for this request is as follows:

2.2.1.1. Event: Request

Sam Jones sends a request for a flight from DEN to LAX on a United flight only at 9a.m.

Parsed 2003A OTA_AirScheduleRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirScheduleRQ.xsd" EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNbr="1">
  <OriginDestinationInformation>
    <DepartureDateTime>2003-12-01T09:00:00</DepartureDateTime>
    <OriginLocation LocationCode="DEN"/>
    <DestinationLocation LocationCode="LAX"/>
  </OriginDestinationInformation>
  <FlightInfo>
    <BookingClassPref ResBookDesigCode="C" PreferLevel="Preferred"/>
  </FlightInfo>
  <VendorPref Code="UA" PreferLevel="Only"/>
</OTA_AirScheduleRQ>
```

2.2.1.2. Event: Response

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

He receives the following options in response to his request:

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

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

Note: Based on these options Mr. Jones would likely choose Option 1, and would proceed to make an air booking request for this option.

The corresponding XML for the schedule response is as follows:

Parsed 2003A OTA_AirScheduleRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRS EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_AirScheduleRS.xsd">
  <Success/>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-12-01T09:00:00" ArrivalDateTime="2003-12-
01T10:24:00" StopQuantity="0" FlightNumber="443" OnTimeRate="8" ScheduleValidStartDate="2003-06-15"
ScheduleValidEndDate="2003-12-29">
        <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
        <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
        <Equipment AirEquipType="777">Boeing 777</Equipment>
        <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
        <MarketingCabin CabinType="Business" RPH="1">
          <Meal MealCode="Breakfast"/>
        </MarketingCabin>
        <DaysOfOperation>
          <OperationSchedule>
            <OperationTimes>
              <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"/>
            </OperationTimes>
          </OperationSchedule>
        </DaysOfOperation>
      </FlightSegment>
    </OriginDestinationOption>
    <OriginDestinationOption>
      <FlightSegment DepartureDateTime="2003-12-01T10:50:00" ArrivalDateTime="2003-12-
01T12:15:00" StopQuantity="0" FlightNumber="781" OnTimeRate="8" ScheduleValidStartDate="2003-04-01"
ScheduleValidEndDate="2004-01-06">
        <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
        <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
        <Equipment AirEquipType="777">Boeing 777</Equipment>
        <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
        <MarketingCabin CabinType="Business" RPH="1">
          <Meal MealCode="Snack"/>
        </MarketingCabin>
        <DaysOfOperation>
          <OperationSchedule>
            <OperationTimes>
              <OperationTime Mon="0" Tue="0" Weds="0" Thur="0" Fri="0" Sat="0" Sun="1"/>
            </OperationTimes>
          </OperationSchedule>
        </DaysOfOperation>
      </FlightSegment>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</OTA_AirScheduleRS>
```

Section 3—Car Working Group

The 2002B release of the Car Working Group specifications added new functionality in the form of Vehicle Rental Location Search and Location details. The new functionality allows an end user to first search for a rental location based on geographic criteria such as zip code, area code or city. The system will respond with a list of locations in the vicinity. The older request and response messages then come into use where the end user can find vehicle availability and rates and proceed to make a reservation. New messages come into play again to allow an end user to find more details about the rental location such as hours or special landmarks. Previous functions can then be used to retrieve, modify or cancel a reservation. The structure and function of the older messages remains substantially unchanged from earlier releases.

3.1. OTA_Veh Loc Search RQ/RS

For the request message, a search of vendor locations based on input criteria. This will allow the customer to find a location that is non-airport or when the customer does not know the airport code.

The criteria must be one or more of the following:

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

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

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

3.1.1. Use Case: Request for Vehicle Vendors at Location

A traveler will be arriving at Heathrow Airport and inputs the airport code LHR to find out which rental car agencies are nearby. Avis returns the following list of locations to the client:

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

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

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

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

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

3.1.1.1. Event: Request

The traveler requests information about car rentals available at Heathrow Airport.

Parsed 2003A OTA_VehLocSearchRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocSearchRQ xmlns="http://www.opentravel.org/OTA/2003/05" EchoToken="18723222"
TimeStamp="2003-03-31T16:10:00Z" Version="1.000" Target="Production" SequenceNmbr="1566"
ReqRespVersion="1.0" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocSearchRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
      <BookingChannel Type="ADS" Primary="true"/>
    </Source>
    <Source>
      <RequestorID Type="TA" ID="91201504"/>
    </Source>
  </POS>
  <VehLocSearchCriterion ExactMatch="true" ImportanceType="Mandatory">
    <RefPoint>LHR</RefPoint>
  </VehLocSearchCriterion>
</OTA_VehLocSearchRQ>
```

3.1.1.2. Event: Response

Avis sends back the information to the traveler about car rentals near Heathrow airport.

Parsed 2003A OTA_VehLocSearchRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocSearchRS EchoToken="18723222-J0AE-0940" SequenceNmbr="1566" Target="Production"
TimeStamp="2003-03-31T19:39:30Z" Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocSearchRS.xsd">
  <Success/>
  <VehMatchedLocs>
    <VehMatchedLoc>
      <LocationDetail AtAirport="true" Code="LHR" Name="London Heathrow Airport">
        <Address>
          <StreetNmbr>Northrop Rd</StreetNmbr>
          <AddressLine>Hounslow, Middlesex</AddressLine>
          <CityName>London</CityName>
          <PostalCode>TW6 2QA</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 020 8899 1000" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="HD3" Name="Park Road">
        <Address>
          <CityName>Sunbury-On-Thames</CityName>
          <PostalCode>TW16 5BZ</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 01932-781040" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="PR5" Name="Park Royal">
        <Address>
          <StreetNmbr>243 Acton Lane</StreetNmbr>
          <CityName>London</CityName>
          <PostalCode>NW10 7NR</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 0208 453 1212" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="KL7" Name="Kingston Autoway Svc Station">
        <Address>
          <StreetNmbr>Shannons Cornr Kingston Bypass</StreetNmbr>
          <CityName>New Malden Surrey</CityName>
          <PostalCode>KT3 6HF</PostalCode>
          <CountryName Code="GB">United Kingdom</CountryName>
        </Address>
        <Telephone PhoneNumber="(44) 020 8949 7850" FormattedInd="false"/>
      </LocationDetail>
    </VehMatchedLoc>
    <VehMatchedLoc>
      <LocationDetail AtAirport="false" Code="LO3" Name="London W14 (Kensington)">
        <Address>
          <StreetNmbr>(Earls Court)</StreetNmbr>
          <AddressLine>181-183 Warwick Rd</AddressLine>
        </Address>
      </LocationDetail>
    </VehMatchedLoc>
  </VehMatchedLocs>
</OTA_VehLocSearchRS>
```

```

    <CityName >London</CityName >
    <PostalCode >W14 8PU</PostalCode>
    <CountryName Code="GB">United Kingdom</CountryName >
  </Address>
  <Telephone PhoneNumber="(44) 0207-244 6577" FormattedInd="false"/>
</LocationDetail>
</VehMatchedLoc>
</VehMatchedLocs>
<Vendor>Avis</Vendor>
</OTA_VehLocSearchRS>

```

3.2. OTA_Veh Loc Detail RQ/RS

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

The Vehicle Rental Location Detail Response message returns detail information regarding a vendor's location. The information can include full address, phone number, hours of operation, delivery/collection services, seasonal dates open, Customer Loyalty services and hours, special program participation and credit cards accepted. The response message may include "Warnings" from business processing rules or errors if the request did not succeed.

3.2.1. Use Case: Request For Car Rental Branches Near The Airport

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

J.F.K. Airport, NY, Located ON Airport
 305 Federal Circle
 Jamaica, NY 11430
 US Telephone: 718-224-5400

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

3.2.1.1. Event: Request

A traveler requests more information about Avis near JFK airport.

Parsed 2003A OTA_VehLocDetailRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ EchoToken="18723222" TimeStamp="2003-03-31T16:10:00Z" Target="Production"
Version="1.000" SequenceNbr="1566" ReqRespVersion="1.0"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocDetailRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
      <BookingChannel Type="ADS" Primary="true"/>
    </Source>

```

```

    <Source>
      <RequestorID Type="TA" ID="91201504"/>
    </Source>
  </POS>
  <Location LocationCode="JFK" CodeContext="INTERNAL"/>
  <Vendor CompanyShortName="AVIS" TravelSector="2" Code="1" CodeContext="1"/>
  <TPA_Extensions/>
</OTA_VehLocDetailRQ>

```

3.2.1.2. Event: Response

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

OTA_VehLocDetailRS.xml

Parsed 2003A OTA_VehLocDetailRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS EchoToken="18723222" TimeStamp="2003-03-31T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocDetailRS.xsd">
  <Success/>
  <Vendor CompanyShortName="Avis">Avis</Vendor>
  <LocationDetail AtAirport="true" Code="JFK" Name="J.F.K. AIRPORT NY">
    <Address FormattedInd="false" Type="0" DefaultInd="false" UseType="0">
      <AddressLine>305 FEDERAL CIRCLE</AddressLine>
      <CityName>JAMAICA</CityName>
      <PostalCode>11430</PostalCode>
      <StateProv StateCode="NY">NY</StateProv>
      <CountryName Code="US">US</CountryName>
    </Address>
    <Telephone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="0"
PhoneTechType="0" CountryAccessCode="000" AreaCityCode="718" PhoneNumber="224-5400"
FormattedInd="false" DefaultInd="false" PhoneUseType="0"/>
    <AdditionalInfo>
      <VehRentLocInfo Title="Text" Language="en-us" InfoType="AfterHours">
        <SubSection SubTitle="Text" SubCode="Text" SubSectionNumber="1">
          <Paragraph ParagraphNumber="1">
            <Text Formatted="1" Language="en-us">String</Text>
          </Paragraph>
        </SubSection>
      </VehRentLocInfo>
      <ParkLocation Location="0">Adjacent to the airport</ParkLocation>
      <CounterLocation Location="0">Counter Telephones in terminals</CounterLocation>
      <LocationServices ShuttleProvided="true"/>
      <OperationSchedules>
        <OperationSchedule Start="1967-01-01" Duration="P1Y2M3DT10H30M" End="2010-12-31">
          <OperationTimes>
            <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"
Start="1967-08-13" Duration="P1Y2M3DT10H30M" End="1967-08-13"/>
          </OperationTimes>
        </OperationSchedule>
      </OperationSchedules>
    </AdditionalInfo>
  </LocationDetail>
</OTA_VehLocDetailRS>

```


Section 4—Hotel Working Group

The Hotel Working Group focuses on ensuring that the specification meets current business practices and on applying Best Practices to make hotel messages interoperable with other OTA messages through the extensive use of shared components. The Hotel Working Group supports the OTA goal by both reusing and supplying interoperable components. The goal of each release is to make the specification more effective and robust than ever.

The Hotel Working Group encourages travel industry member companies to actively participate in OTA and to implement the specification. Participation and implementation will allow companies control over their eCommerce destinies. Many suppliers and intermediaries support the specification, and its use will allow implementers the opportunity and flexibility to lead the travel industry into the future.

4.1. OTA_Hotel Rooming List RQ/RS

OTA hotel reservation messages prior to 2002B focus on transient business. The Rooming List message set expands into the groups (meetings and conventions) market and the tour (wholesale) market, which today are primarily handled through manual processes and /or proprietary systems. In the case of group or tour reservations, travelers' reservations are booked into blocked space, instead of publicly available room inventory. Group blocks are date specific and tied to an event at a location, whereas tour blocks are generally a set number of rooms held at a location for an extended period of time (often an annual basis). The rooming list messages expand on the hotel message set to further automate a large section of hotel bookings. This message set automates some manual processes and provides the ability to create, modify, and cancel rooming list reservations.

4.1.1. Use Case: Requesting Blocks Of Rooms With Individual Names And Payment For Each

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

4.1.1.1. Event: Request

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.

Parsed 2003A OTA_HotelRoomListRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRQ EchoToken="9876" Target="Production" Version="1.000"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_HotelRoomListRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="http://www.bpa.com" Type="4" ID="123456789">
        <CompanyName Code="33345999" CodeContext="Internal"
          CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <HotelRoomLists>
    <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
      York Hilton" ChainName="Hilton">
      <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
        <CompanyName Code="33345999" CodeContext="Internal"
          CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
      </UniqueID>
      <Guests>
        <Guest GuestAction="Add-Update" PrintConfoInd="true">
          <PersonName>
            <NamePrefix>Ms.</NamePrefix>
            <GivenName>Kellie</GivenName>
            <MiddleName>Jean</MiddleName>
            <Surname>Darling</Surname>
          </PersonName>
          <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
            Extension="564" PhoneUseType="3"/>
          <Address Type="2">
            <StreetNmbr>123</StreetNmbr>
            <BldgRoom>45</BldgRoom>
            <AddressLine>Yellow Wood Cove</AddressLine>
            <CityName>Chicago</CityName>
            <PostalCode>89776-0014</PostalCode>
            <StateProv StateCode="IL"/>
            <CountryName Code="US"/>
          </Address>
          <Email EmailType="2">KellieJean@att.com</Email>
          <Loyalty ProgramCode="HHonors" AccountID="906503678"/>
          <GuaranteePayment DetailType="Payment">
            <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789066"
              ExpireDate="0205">
              <CardHolderName>Kellie Jean Darling</CardHolderName>
              <Address Type="4">
                <StreetNmbr>1516</StreetNmbr>
                <AddressLine>Maple St</AddressLine>
                <CityName>Chicago</CityName>
                <PostalCode>89776-0014</PostalCode>
                <StateProv StateCode="IL"/>
              </Address>
            </PaymentCard>
            <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
          </GuaranteePayment>
        </Guest>
      </Guests>
    </HotelRoomList>
  </HotelRoomLists>
</OTA_HotelRoomListRQ>
```

```

</Guest>
<Guest GuestAction="Add-Update" PrintConfoInd="true">
  <PersonName>
    <NamePrefix>Ms.</NamePrefix>
    <GivenName>Julie</GivenName>
    <MiddleName>Donna</MiddleName>
    <Surname>Miller</Surname>
  </PersonName>
  <Telephone CountryAccessCode="001" AreaCityCode="216" PhoneNumber="628-0060"
    Extension="896" PhoneUseType="3"/>
  <Address Type="2">
    <StreetNmbr>1223</StreetNmbr>
    <BldgRoom>451</BldgRoom>
    <AddressLine>Redwood Cove</AddressLine>
    <CityName>Cleveland</CityName>
    <PostalCode>44121</PostalCode>
    <StateProv StateCode="OH"/>
    <CountryName Code="US"/>
  </Address>
  <Email EmailType="2">JulieMiller@att.com</Email>
  <Loyalty ProgramCode="HHonors" AccountID="906503116"/>
  <GuaranteePayment DetailType="Payment">
    <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789088"
      ExpireDate="0604">
      <CardHolderName>Julie Donna Miller</CardHolderName>
      <Address Type="4">
        <StreetNmbr>7826</StreetNmbr>
        <AddressLine>Park St</AddressLine>
        <CityName>Cleveland</CityName>
        <PostalCode>44121</PostalCode>
        <StateProv StateCode="OH"/>
      </Address>
    </PaymentCard>
    <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
  </GuaranteePayment>
</Guest>
</Guests>
<MasterContact ContactType="TravelArranger">
  <PersonName>
    <NamePrefix>Ms.</NamePrefix>
    <GivenName>Sally</GivenName>
    <MiddleName>S.</MiddleName>
    <Surname>Smith</Surname>
  </PersonName>
  <Telephone AreaCityCode="501" CountryAccessCode="001" Extension="7555"
    PhoneNumber="555-1212" PhoneUseType="3"/>
  <Address>
    <StreetNmbr>123</StreetNmbr>
    <BldgRoom>9</BldgRoom>
    <AddressLine>Sink St.</AddressLine>
    <CityName>Dallas</CityName>
    <PostalCode>75206</PostalCode>
    <StateProv>TX</StateProv>
    <CountryName>USA</CountryName>
  </Address>
  <Email EmailType="2">s.smith@bpa.com</Email>
</MasterContact>
<MasterAccount BillingType="EachPaysOwn" DirectBill_ID="123456789">
  <CompanyName Code="33345999" CodeContext="Internal"
    CompanyShortName="BPA ">Builder's Planning Agency</CompanyName>
  <Address>
    <StreetNmbr>123</StreetNmbr>
    <BldgRoom>9</BldgRoom>
    <AddressLine>Sink St.</AddressLine>
    <CityName>Dallas</CityName>
    <PostalCode>75206</PostalCode>
  </Address>

```

```

        <StateProv>TX</StateProv >
        <CountryName>USA</CountryName>
    </Address>
</MasterAccount>
<RoomStays>
    <RoomStay>
        <RoomTypes>
            <RoomType RoomTypeCode="Single" NumberOfUnits="2"/>
        </RoomTypes>
        <RoomRates>
            <RoomRate>
                <Rates>
                    <Rate>
                        <Base AmountBeforeTax ="125" CurrencyCode="USD"/>
                    </Rate>
                </Rates>
            </RoomRate>
        </RoomRates>
        <TimeSpan Start="2003-06-10" End="2003-06-15"/>
    </RoomStay>
</RoomStays>
</HotelRoomList>
</HotelRoomLists>
</OTA_HotelRoomListRQ>

```

4.1.1.2. Event: Response

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.

Parsed 2003A OTA_HotelRoomListRS.XML

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRS EchoToken="9876" Target="Production" Version="1.000"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRoomListRS.xsd">
    <Success/>
    <HotelRoomLists>
        <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
York Hilton" ChainName="Hilton">
            <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
                <CompanyName Code="33345999" CodeContext="Internal"
CompanyShortName="BPA">Builder's Planning Agency</CompanyName >
            </UniqueID>
            <Guests>
                <Guest GuestAction="Add-Update" PrintConfoInd="true">
                    <PersonName>
                        <NamePrefix>Ms.</NamePrefix>
                        <GivenName>Kellie</GivenName >
                        <MiddleName>Jean</MiddleName >
                        <Surname>Darling</Surname >
                    </PersonName>
                    <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
Extension="564" PhoneUseType="3"/>
                    <Address Type="2">
                        <StreetNmbr>123</StreetNmbr>
                        <BldgRoom>45</BldgRoom>
                        <AddressLine>Yellow Wood Cove</AddressLine>
                    </Address>
                </Guest>
            </Guests>
        </HotelRoomList>
    </HotelRoomLists>
</OTA_HotelRoomListRS>

```

```

        <CityName >Chicago</CityName >
        <PostalCode >89776-0014</PostalCode >
        <StateProv StateCode=" IL"/>
        <CountryName Code=" US"/>
    </Address >
    <Email EmailType=" 2">KellieJean@att.com</Email >
    <UniqueID Type=" 14" ID=" 4896702"/>
</Guest >
<Guest GuestAction=" Add-Update" PrintConfoInd=" true">
    <PersonName >
        <NamePrefix >Ms.</NamePrefix >
        <GivenName >Julie</GivenName >
        <MiddleName >Donna</MiddleName >
        <Surname >Miller</Surname >
    </PersonName >
    <Telephone CountryAccessCode=" 001" AreaCityCode=" 216" PhoneNumber=" 628-0060"
        Extension=" 896" PhoneUseType=" 3"/>
    <Address Type=" 4">
        <StreetNmbr >1223</StreetNmbr >
        <BldgRoom >451</BldgRoom >
        <AddressLine >Redwood Cove</AddressLine >
        <CityName >Cleveland</CityName >
        <PostalCode >44121</PostalCode >
        <StateProv StateCode=" OH"/>
        <CountryName Code=" US"/>
    </Address >
    <Email EmailType=" 2">JulieMiller@att.com</Email >
    <UniqueID Type=" 14" ID=" 4896703"/>
</Guest >
</Guests >
</HotelRoomList >
</HotelRoomLists >
</OTA_HotelRoomListRS >

```

4.2. OTA_Hotel Descriptive Info RQ/RS

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

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

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

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

4.2.1. Use Case: Travel Partner Sending Request For Descriptive Information

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

4.2.1.1. Event: Request

Sellmorerooms.com sends a request to Hilton for property content information.

Parsed 2003A OTA_HotelDescriptiveInfoRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ EchoToken="1" Target="Production" Version="1.000"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRQ.xsd">
  <HotelDescriptiveInfos>
    <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
      <HotelInfo SendData="true"/>
      <FacilityInfo SendMeetingRooms="true" SendGuestRooms="false" SendRestaurants="true"/>
      <Policies SendPolicies="true"/>
      <AreaInfo SendRefPoints="true" SendAttractions="true"/>
      <AffiliationInfo SendDistribSystems="true" SendBrands="true" SendLoyalPrograms="true"
SendAwards="true"/>
      <ContactInfo SendData="true"/>
      <MultimediaObjects SendData="true"/>
    </HotelDescriptiveInfo>
  </HotelDescriptiveInfos>
</OTA_HotelDescriptiveInfoRQ>
```

4.2.1.2. Event: Response

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

Parsed 2003A OTA_HotelDescriptiveInfoRS-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="1.000" SequenceNbr="1" PrimaryLangID="en"
AltLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRS.xsd">
  <POS>
    <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
      <RequestorID URL="sellmorerooms.com" Type="5F" Instance="1" ID="99">
        <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
      </RequestorID>
      <Position Latitude="125" Longitude="117" Altitude="84"/>
      <BookingChannel Type="5F" Primary="true">
        <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
      </BookingChannel>
    </Source>
  </POS>
  <Success/>
  <Warnings>
    <Warning Language="en-us" Type="5F" ShortText="2" Code="5" DocURL="" Status="5" Tag="**
RecordID=YHR5TGF"/>
  </Warnings>
  <HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs" AreaID="554" Overwrite="true">
    <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en"
UnitOfMeasure="miles">
```

```

<DestinationSystemsCode>
  <DestinationSystemCode>6</DestinationSystemCode>
</DestinationSystemsCode>
<HotelInfo WhenBuilt="1972-02-03" LastUpdated="2002-07-15T01:00:00" AreaWeather="warm"
InterfaceCompliance="1" PMSSystem="1" Start="2002-03-15" Duration="P4D" End="2002-03-30">
  <HotelName HotelShortName="Riverside"/>
  <RelativePositions>
    <RelativePosition Direction="" Distance="" IndexPointCode="5">
      <Transportations>
        <Transportation Removal="false" TransportationCode="20" Description="Taxi"
TypicalTravelTime="15 minutes" Amount="30.00" CurrencyCode="usd" DecimalPlaces="2">
          </Transportation>
        </Transportations>
      </RelativePosition>
    </RelativePositions>
  <CategoryCodes>
    <LocationCategory Code="4"/>
    <SegmentCategory Code="3"/>
    <HotelCategory Code="3"/>
    <ArchitecturalStyle Code="3"/>
    <GuestRoomInfo Code="12" Quantity="576"/>
  </CategoryCodes>
  <HotelInfoCodes>
    <HotelInfoCode Code="5" Quantity="2"/>
  </HotelInfoCodes>
  <Position Latitude="66" Longitude="98" Altitude="2355"/>
  <Services>
    <Service Code="5" InvCode="5">
      <RelativePosition Direction="" Distance="" IndexPointCode="5">
        <Transportations>
          <Transportation Removal="false" TransportationCode="5" Description=""
TypicalTravelTime="" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
            </Transportation>
          </Transportations>
        </RelativePosition>
        <OperationSchedules>
          <OperationSchedule Start="2002-03-03" Duration="P4D" End="2002-03-15">
            <OperationTimes>
              <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2002-03-01" Duration="P4D" End="2002-03-30"/>
            </OperationTimes>
            <Charge TaxInclusive="false" Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
              <Taxes Amount="3.00" CurrencyCode="USD" DecimalPlaces="2">
                <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                  <TaxDescription ParagraphNumber="1" Language="en-us">
                    <Text Language="en-us"/>
                  </TaxDescription>
                </Tax>
              </Taxes>
              <Description ParagraphNumber="1" Language="en-us">
                <Text Language="en-us"/>
              </Description>
            </Charge>
          </OperationSchedule>
        </OperationSchedules>
      </Service>
    </Services>
  </HotelInfo>
  <FacilityInfo LastUpdated="2002-01-01T01:15:00">
    <MeetingRooms MeetingRoomCount="20" LargestRoomSpace="4000"
UnitOfMeasure="square feet" SmallestRoomSpace="100" TotalRoomSpace="1000"
LargestSeatingCapacity="200" SecondLargestSeatingCapacity="100" SmallestSeatingCapacity="20">
      <MeetingRoom Removal="false" Access="">
        <Codes>

```



```

        <Description ParagraphNumber="1" Language="en">
            <Text Language="en"/>
        </Description>
    </Charge>
</OperationSchedule>
</OperationSchedules>
</Amenity>
</Amenities>
</GuestRoom>
</GuestRooms >
<Restaurants>
    <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
        <RestaurantDescription ParagraphNumber="1" Language="en">
            <Text Language="en-us"/>
        </RestaurantDescription>
        <RelativePosition Direction="" Distance="" IndexPointCode="5">
            <Transportations>
                <Transportation Removal="false" TransportationCode="5" Description=""
TypicalTravelTime="" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                    </Transportation>
                </Transportations>
            </RelativePosition>
            <OperationSchedules Start="2002-03-01" End="2002-03-30">
                <OperationTimes>
                    <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2002-03-01" End="2002-03-30"/>
                </OperationTimes>
            </OperationSchedules>
            <InfoCodes>
                <InfoCode Name="SrvclInfoCode" Code="1" Removal="false"/>
            </InfoCodes>
            <CuisineCodes>
                <CuisineCode Code="1" Removal="false" IsMain="true"/>
            </CuisineCodes>
        </Restaurant>
    </Restaurants >
</FacilityInfo>
<Policies>
    <Policy Start="2002-03-01" Duration="P4D" End="2002-03-30" Code="5"
PetsPolicyCode="5">
        <CancelPolicy>
            <CancelPenalty ConfirmClassCode="5" PolicyCode="5" NonRefundable="true">
                <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
                <AmountPercent TaxInclusive="false" FeesInclusive="false" NmbrofNights="2"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                    <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                        <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                            <TaxDescription ParagraphNumber="1" Language="en-us">
                                <Text Language="en-us"/>
                            </TaxDescription>
                        </Tax>
                    </Taxes>
                </AmountPercent>
                <PenaltyDescription ParagraphNumber="1" Language="en-us">
                    <Text Language="en-us"/>
                </PenaltyDescription>
            </CancelPenalty >
        </CancelPolicy>
        <PaymentPolicy Removal="false">
            <RequiredPayment RetributionType="ResAutoCancelled" PaymentCode="5">
                <AcceptedPayments>
                    <AcceptedPayment ShareSynchInd="Yes" ShareMarketInd="Yes">

```

```

        <PaymentCard ShareSynchInd="Yes" ShareMarketInd="Yes"
CardType="5F" CardCode="AX" CardNumber="0000999988887777" SeriesCode="5" ExpireDate="0303">
        <CardHolderName>Joe Smith</CardHolderName>
        <CardIssuerName BankID="1">
        <Address FormattedInd="false" ShareSynchInd="Yes"
ShareMarketInd="Yes" Type="5F">
                <StreetNmbr PO_Box="123"/>
                <CityName>Anywhere</CityName>
                <PostalCode>00000-0000</PostalCode>
                <StateProv StateCode="tx"/>
                <CountryName Code="us"/>
        </Address>
        </PaymentCard>
        </AcceptedPayment>
</AcceptedPayments>
        <AmountPercent TaxInclusive="false" FeesInclusive="false"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
        <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
        <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                <TaxDescription ParagraphNumber="1" Language="en-us">
                <Text Language="en-us"/>
        </TaxDescription>
        </Tax>
        </Taxes>
        </AmountPercent>
        <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
        <PaymentDescription ParagraphNumber="1" Language="en-us">
        <Text Language="en-us"/>
        </PaymentDescription>
        </RequiredPayment>
        </PaymentPolicy>
        <PolicyInfoCodes>
        <PolicyInfoCode Code="5" CodeContext="1" URI="" Quantity="2"
Name="AdditionalOversoldPolicy"/>
        </PolicyInfoCodes>
        <CheckoutCharges>
        <CheckoutCharge Amount="50.00" CurrencyCode="usd" DecimalPlaces="2"
Type="Early"/>
        </CheckoutCharges>
        <PolicyInfo CheckInTime="2001-12-17T09:30:47-05:00" CheckOutTime="2001-12-
17T09:30:47-05:00" MinGuestAge="18" MinRecommendedGuestAge="21" UsualStayFreeCutoffAge="12"
UsualStayFreeChildPerAdult="5"/>
        </Policy>
        </Policies>
        <AreaInfo>
        <RefPoints>
        <RefPoint Direction="" Distance="" IndexPointCode="5" RefPointCategoryCode="5"
Removal="false">
                <Transportations>
                <Transportation Removal="false" TransportationCode="5" Description=""
TypicalTravelTime="" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                </Transportation>
        </Transportations>
        </RefPoint>
        </RefPoints>
        <Attractions LastUpdated="2003-01-03T03:12:00">
        <Attraction AttractionCategoryCode="5" AttractionName="" AttractionFee="" Start="2002-
03-01" Duration="P4D" End="2002-03-30" Removal="false">
        <Contact Removal="false">
        <Names>
        <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F"
Removal="false" Gender="Male" SvcCode="5" CorporatePosition="" NameOrdered="">
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Joe</GivenName>
                <Surname>Smith</Surname>

```

```

        </Name>
    </Names>
    <Addresses>
        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="5F">
            <StreetNmbr PO_Box="123"/>
            <CityName >Anywhere</CityName>
            <PostalCode>00000-0000</PostalCode>
            <StateProv StateCode="tx"/>
            <CountryName Code="us"/>
        </Address>
    </Addresses>
    <Phones>
        <Phone ShareSynchInd="Yes" ShareMarketInd="Yes"
PhoneLocationType="5F" PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="554"
PhoneNumber="900-0877" Extension="55" FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
    </Phones>
    <Emails>
        <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false"
EmailType="5F" Removal="false">joe.smith@abc.com</Email>
    </Emails>
    <URLs>
        <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F"
DefaultInd="false"/>
    </URLs>
</Contact>
<Description ParagraphNumber="1" Language="en-us">
    <Text Language="en-us"/>
</Description>
<RefPoints>
    <RefPoint Direction="" Distance="" IndexPointCode="5"
RefPointCategoryCode="5" Removal="false">
        <Transportations>
            <Transportation Removal="false" TransportationCode="5" Description=""
TypicalTravelTime="" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                </Transportation>
            </Transportations>
        </RefPoint>
    </RefPoints>
</Attraction>
</Attractions>
</ArealInfo>
<AffiliationInfo LastUpdated="2003-02-11T13:28:00">
    <DistribSystems>
        <DistribSystem Removal="false" ChainCode="5" BrandCode="5" HotelCode="5"
HotelCityCode="5" HotelCodeContext="1">
            <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
        </DistribSystem>
    </DistribSystems>
    <Brands>
        <Brand Removal="false" URL="" CategoryCode="5" Marketing=""/>
    </Brands>
    <LoyalPrograms>
        <LoyalProgram Removal="false" ProgramName="Hilton HHonors"
SecondaryProgramName="HHonors" AffiliateProgramName="Hilton HHonors">
            <ProgramDescription ParagraphNumber="1" Language="en-us" Removal="false">
                <Text Language="en-us"/>
            </ProgramDescription>
            <ProgramRestriction ParagraphNumber="1" Language="en-us" Removal="false">
                <Text Language="en-us"/>
            </ProgramRestriction>
        </LoyalProgram>
    </LoyalPrograms>
    <Awards>
        <Award Removal="false" Date="2003-03-01" Provider="AAA" Rating="4 stars"/>
    </Awards>

```

```

    </AffiliationInfo>
    <MultimediaObjects LastUpdated="2003-02-11T13:29:00">
      <MultimediaObject ParagraphNumber="1" Language="en-us" Removal="false"
ContentCode="5" ContentData="" Description="" PictureCategoryCode="5" Version="" ContentTitle=""
ContentCaption="" CopyrightNotice="">
        <Text Language="en-us"/>
      </MultimediaObject>
    </MultimediaObjects>
    <ContactInfos>
      <ContactInfo Removal="false" ContactProfileID="" ContactProfileType="5F"
LastUpdated="2003-02-11T13:29:00">
        <Names>
          <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F"
Removal="false" Gender="Male" SrvcCode="5" CorporatePosition="" NameOrdered="">
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Mark</GivenName>
            <Surname>Smith</Surname>
          </Name>
        </Names>
        <Addresses>
          <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="5F" DefaultInd="false" UseType="5F" Removal="false">
            <StreetNmbr PO_Box="123"/>
            <AddressLine>Cherry Lane</AddressLine>
            <CityName>New Orleans</CityName>
            <PostalCode>15654</PostalCode>
            <County>Macon</County>
            <StateProv StateCode="LA"/>
            <CountryName Code="us"/>
          </Address>
        </Addresses>
        <Phones>
          <Phone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="5F"
PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="444" PhoneNumber="4555252"
FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
        </Phones>
        <Emails>
          <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false"
Removal="false">mark.smith@abc.com</Email>
        </Emails>
        <URLs>
          <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F" DefaultInd="false"/>
        </URLs>
      </ContactInfo>
    </ContactInfos>
    </HotelDescriptiveContent>
  </HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>

```

4.2.2. Use Case: Updating Specific Hotel Content Information

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

4.2.2.1. Event: Request

Sellmorerooms.com sends a request to the Hilton New Orleans Riverside asking specifically for restaurant information.

Parsed 2003A OTA_HotelDescriptiveInfoRQ-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ Target="Production" Version="1.000" SequenceNmbr="1"
PrimaryLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRQ.xsd">
  <HotelDescriptiveInfos>
    <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
      <FacilityInfo SendRestaurants="true"/>
    </HotelDescriptiveInfo>
  </HotelDescriptiveInfos>
</OTA_HotelDescriptiveInfoRQ>
```

4.2.2.2. Event: Response

The Hilton responses back with information about their restaurants.

Parsed 2003A OTA_HotelDescriptiveInfoRS-b.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en"
AltLangID="en" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelDescriptiveInfoRS.xsd">
  <POS>
    <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
      <RequestorID URL="sellmorerooms.com" Type="5F" Instance="1" ID="99">
        <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
      </RequestorID>
      <Position Latitude="125" Longitude="117" Altitude="84"/>
      <BookingChannel Type="5F" Primary="true">
        <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
      </BookingChannel>
    </Source>
  </POS>
  <Success/>
  <HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs" ArealID="554" Overwrite="true">
    <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en"
UnitOfMeasure="miles">
      <DestinationSystemsCode>
        <DestinationSystemCode>6</DestinationSystemCode>
      </DestinationSystemsCode>
      <FacilityInfo LastUpdated="2001-01-01T01:15:00">
        <Restaurants>
          <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
            <RestaurantDescription ParagraphNumber="1" Language="en">
              <Text Language="en-us"/>
            </RestaurantDescription>
            <RelativePosition Direction="" Distance="0">

```

```

        </RelativePosition>
        <OperationSchedules Start="2003-03-03" Duration="P4D" End="2003-03-15">
            <OperationTimes>
                <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2003-03-01" Duration="P4D" End="2003-03-30"/>
            </OperationTimes>
        </OperationSchedules>
        <InfoCodes>
            <InfoCode Name="SrvclInfoCode" Code="1" Removal="false"/>
        </InfoCodes>
        <CuisineCodes>
            <CuisineCode Code="1" Removal="false" IsMain="true"/>
        </CuisineCodes>
    </Restaurant>
</Restaurants>
</FacilityInfo>
</HotelDescriptiveContent>
</HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>

```

4.3. OTA_Hotel RFP RS/RQ

The Request and Response RFP/RFI (requests for proposals/ requests for information) Messages expand on the hotel message sets, to further automate a large section of hotel responses to information. For example, an RFP/RFI is generally sent from a customer, agency, corporation, etc. to the sales team within a hotel(s) or national/regional office(s), who must then manually reply to the message(s) in various ways, such as phone, fax, email, etc. This new RFP/RFI request/response messages replaces the inconsistent and highly manual effort of sending the requests and the acknowledgment of receiving the request. This request/response message set is designed for use for two types of RFP/RFI functions Group and Meeting and Tour/ Wholesale, which will all use the same request and response RFP / RFI messages, for a total of 2 new messages.

The RFP/RFI messages is derived from the OTA Component Library – meaning that it will maximize reuse for all components in the messages, approximately 80% to 90% reuse. The RFP/RFI 2003A release will accommodate a combination of existing, OTA schemas (XML components or schema fragments) with a few new components encapsulated as one large Schema. For example, much of the information for the RFP/RFI messages will extend from the following existing OTA/HWG messages: OTA_DescriptiveContent, OTA_Profile, OTA_CommonTypes, and OTA_HotelTypes

4.3.1. Use Case: Hotel Request For Proposal (Simple Request)

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 “online” to www.hiltondirect.com in order to request the price for the rooms.

Julie fills out her contact information and room requirements, and then submits an online request for proposal to several Hilton Family of hotels in the Dallas, TX area.

Contact Information:

Julie Clark
785 Walnut Lane
Houston, TX 77571
Phone: 281-771-6846
Fax: 281-771-8541
Email: Julie_Clark@att.net

Group Information:

Group Name: Houston Astros Soccer Club
Dates: October 10 –12, 2003
Decision Date: April 10, 2003

Number of People: 5 adults and 20 children

Room Information:

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

Comments:

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

Hotel Information:

Doubletree Hotel Dallas-Lincoln Centre near the Galleria

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

Hilton DFW Lakes Executive Conference Center

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

Embassy Suites Hotel Dallas - Market Center

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

(214) 631-3025 - sales fax

4.3.1.1. Event: Request

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

Parsed 2003A OTA_HotelRFP_RQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RQ EchoToken="183529" TimeStamp="2003-12-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_RQ.xsd">
  <RFP_RequestSegments AttendeeQuantity="25" ResponseDue="2003-04-10" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
    <RFP_RequestSegment>
      <Profiles>
        <ProfileInfo>
          <UniqueID URL="http://www.hiltondirect.com" Type="0" ID="123456">
            </UniqueID>
            <Profile ProfileType="0">
              <Customer Gender="Female">
                <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
                  <GivenName>Julie</GivenName>
                  <Surname>Clark</Surname>
                </PersonName>
                <Telephone CountryAccessCode="011" AreaCityCode="281"
PhoneNumber="771-6846" PhoneUseType="0"/>
                <Email>Julie_Clark@att.net</Email>
                <Address UseType="0">
                  <AddressLine>785 Walnut Lane</AddressLine>
                  <CityName>Houston</CityName>
                  <PostalCode>77571</PostalCode>
                  <StateProv StateCode="TX">Texas</StateProv>
                  <CountryName Code="US">United States of America</CountryName>
                </Address>
              </Customer>
            </Profile>
          </ProfileInfo>
        </Profiles>
        <Dates>
          <Date Start="2003-10-10" End="2003-10-12" DateType="Primary">
            </Date>
          </Dates>
        <Sites>
          <Site ChainCode="Hilton" BrandCode="DT" HotelCode="16023" HotelName="Doubletree
Hotel Dallas-Lincoln Centre near the Galleria" ChainName="Doubletree Hotels" BrandName="Hilton Hotels">
            <ContactInfos>
              <ContactInfo ContactType="Primary">
                <Telephone CountryAccessCode="011" AreaCityCode="972"
PhoneNumber="934-8400" PhoneUseType="0"/>
                <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0">
                  <AddressLine>5410 LBJ Freeway</AddressLine>
                  <CityName>Dallas</CityName>
                  <PostalCode>75240</PostalCode>
                  <StateProv StateCode="TX">Texas</StateProv>
                  <CountryName Code="US">United States of America</CountryName>
                </Address>
              </ContactInfo>
            </ContactInfos>
          </Site>
        </Sites>
      </RFP_RequestSegment>
    </RFP_RequestSegments>
  </OTA_HotelRFP_RQ>
</OTA_HotelRFP_RQ>
```

```

    </ContactInfos >
  </Site >
  <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW
Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels" >
    <ContactInfos >
      <ContactInfo ContactType="Primary">
        <Telephone CountryAccessCode="011" AreaCityCode="972"
PhoneNumber="934-8400" PhoneUseType="0"/>
        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0" >
          <AddressLine>800 Highway 26 East</AddressLine>
          <CityName >Grapevine</CityName>
          <PostalCode>76051</PostalCode>
          <StateProv StateCode="TX">Texas</StateProv>
          <CountryName Code="US">United States of America</CountryName>
        </Address>
      </ContactInfo>
    </ContactInfos >
  </Site >
  <Site ChainCode="Hilton" BrandCode="ES" HotelCode="16025" HotelName="Embassy
Suites Hotel Dallas - Market Center" ChainName="Embassy Suites" BrandName="Hilton Hotels" >
    <ContactInfos >
      <ContactInfo ContactType="Primary">
        <Telephone CountryAccessCode="011" AreaCityCode="214"
PhoneNumber="630-5332" PhoneUseType="0"/>
        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0" >
          <AddressLine>2727 Stemmons Freeway</AddressLine>
          <CityName >Dallas</CityName>
          <PostalCode>75207</PostalCode>
          <StateProv StateCode="TX">Texas</StateProv>
          <CountryName Code="US">United States of America</CountryName>
        </Address>
      </ContactInfo>
    </ContactInfos >
  </Site >
</Sites >
<RoomBlock>
  <BudgetedRoomRate Amount="110.00" CurrencyCode="USD" DecimalPlaces="2"/>
  <StayDays FirstStayDayOfWeek="Fri">
    <StayDay DayNumber="1">
      <StayDayRooms >
        <StayDayRoom Amount="0" RoomTypeRequirement="Singles"
NumberOfUnits="5"/>
        <StayDayRoom Amount="0" RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="10">
          </StayDayRoom>
        </StayDayRooms >
      </StayDay>
    <StayDay DayNumber="2">
      <StayDayRooms >
        <StayDayRoom Amount="0" RoomTypeRequirement="Singles"
NumberOfUnits="5"/>
        <StayDayRoom Amount="0" RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="10">
          </StayDayRoom>
        </StayDayRooms >
      </StayDay>
    </StayDays>
  </RoomBlock>
  <Comments ParagraphNumber="1" Language="en-us">
    <Text Formatted="1" Language="en-us">Hilton HHonors member 528126539 All rooms on
the same floor level. All charges to one bill. </Text>
  </Comments >
</RFP_RequestSegment >
<RFP_ID URL="http://www.mpoint.com" Type="0" ID="102230">

```

```

    </RFP_ID>
  </RFP_RequestSegments >
  <MessageID ID="12345" URL="http://www.mpoint.com" Type="0">
    <CompanyName CompanyShortName="Houston Astros Soccer Club">
      </CompanyName>
    </MessageID>
  </OTA_HotelRFP_RQ>

```

4.3.1.2. Event: Response

A response message comes back acknowledging receipt.

Parsed 2003A OTA_HotelRFP_RS-a.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RS EchoToken="183529" TimeStamp="2003-12-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_RS.xsd">
  <Success/>
  <UniqueID URL="http://www.mpoint.com" Type="0" ID="132781">
    <CompanyName>Houston Astros Soccer Club</CompanyName>
  </UniqueID>
  <Sites>
    <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW Lakes
Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
      <UniqueID URL="http://www.mpoint.com" Type="0" ID="102230">
        </UniqueID>
      </Site>
    </Sites >
  <TPA_Extensions/>
</OTA_HotelRFP_RS>

```

4.3.2. Use Case: Hotel Request For Proposal (Complex Request)

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

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

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

Kellie is expecting all 20 salespeople to attend. She also expected 5 additional sales people to attend as well 2 additional executive committee members. This in combination with the Kellie and her assistant bring the total to 30 people. She is also expecting approximately 50 family members to arrive for the weekend

staying in the existing rooms allocated to the salespeople. She has the following room requirements:

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

Two of the Double/Double rooms require a crib.

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

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

Location: Sacramento

Hilton Sacramento Arden West

2200 Harvard St

Sacramento, CA 95815

United States of America

Dates: 9/10/2002 – 9/14/2002

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

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

San Diego Marriott Hotel & Marina

333 West Harbor Drive

San Diego, CA 92101

United States of America

Mr. Rick Outcalt

Director of Sales

Phone: (619) 230-8314

Fax: (619) 230-8328

Email: rick.outcalt@marriott.com

Sheraton San Diego Hotel & Marina

1380 Harbor Island Drive

San Diego, CA 92101

United States of America

Gary Spencer
Director of Sales & Marketing
Phone: (619) 692-2266
Fax: (619) 692-2363
Email: gary.spencer@sheraton.com

Hilton San Diego Resort
1775 East Mission Bay Drive
San Diego, CA 92109
United States of America
Jane Bucks
Director of Sales
Phone: (619) 275-8910 Fax: (619) 275-7992
Email: jane_bucks@hilton.com

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

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

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

Marriott Coronado Island
2000 Second Street
Coronado, CA 92118
United States of America

Rick Outcalt
Director of Sales
Phone: (619) 230-8314
Fax: (619) 522-3068
Email: rick.outcalt@marriott.com

La Casa del Zorro Desert Resort
3845 Yaqui Pass Road
Borrego Springs, CA 92004
United States of America
Phyllis Fetter
Director of Sales
Phone: (888) 336-9336
Fax: (760) 767-4782
Email: phyllis.fetter@lacasadeszorro.com

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

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

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

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

The meeting will have the following agenda:

Day 1:

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	30	365	Banquet	No	All American breakfast; 4 Vegetarians
9:00 – 10:30	General Session	24	975	Conference	Yes	
10:30 – 10:45	Break	30	285	Reception	No	Coffee; Soda; Danish, doughnuts
10:45 – 12:00	General Session continued	24	975	Conference	Yes	
12:00 – 1:00	Lunch	30	365	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
1:00 – 3:15	FY 2003 Sales Review	24	975	Conference	Yes	
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda; Cookies; etc..
3:30 – 5:00	FY 2004 Sales Goals	24	975	Conference	Yes	
6:00 – 8:00	Dinner	30	365	Banquet	No	

Day 2:

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

3:15	2004 Sales Goals					
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda: Cookies; etc..
3:30 – 5:00	2004 Sales Goals continued	24	975	Conference	Yes	
6:00 – 8:00	Dinner	30	365	Banquet	No	

Day 3: - Families Arrive

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

Day 4:

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

4.3.2.1. Event: Request

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

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RQ EchoToken="183530" TimeStamp="2003-02-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_RQ.xsd">
  <RFP_RequestSegments AttendeeQuantity="80" ResponseDue="2003-04-01" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
    <RFP_RequestSegment>
      <Profiles>
        <ProfileInfo>
          <UniqueID URL="http://www.mpoint.com" Type="0" ID="123456">
            </UniqueID>
            <Profile ProfileType="0">
              <Customer Gender="Male" Deceased="0" BirthDate="1967-08-13"
CurrencyCode="aaa" DecimalPlaces="1">
                <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
                  <GivenName>John</GivenName>
                  <Surname>Hewitt</Surname>
                </PersonName>
                <Telephone CountryAccessCode="011" AreaCityCode="330"
PhoneNumber="405-9238" PhoneUseType="0"/>
                  <Email>jhewitt@plansoft.com</Email>
                  <Address UseType="0">
                    <AddressLine>8085 Darrow Rd</AddressLine>
                    <CityName>Twinsburg</CityName>
                    <PostalCode>44087</PostalCode>
                    <StateProv StateCode="OH">Ohio</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                  </Address>
                </Customer>
                <CompanyInfo>
                  <CompanyName CompanyShortName="3rd Party Planning Agency"/>
                  <AddressInfo UseType="0">
                    <BldgRoom>Suite 400-W</BldgRoom>
                    <AddressLine>5001 Spring Valley</AddressLine>
                    <CityName>Dallas</CityName>
                    <PostalCode>75244</PostalCode>
                    <StateProv StateCode="TX">Texas</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                  </AddressInfo>
                  <TelephoneInfo CountryAccessCode="011" AreaCityCode="972"
PhoneNumber="383-2709" PhoneUseType="0"/>
                    <Email>kellie_thompson@hilton.com</Email>
                  </CompanyInfo>
                </Profile>
              </ProfileInfo>
            </Profiles>
          <Dates>
            <Date Start="2003-09-04" End="2003-09-07" DateType="Primary">
              </Date>
            <Date Start="2003-09-18" End="2003-09-23" DateType="Alternate">
              </Date>
            </Dates>
          <Sites>
            <Site ChainCode="Marriott" BrandCode="Marriott" HotelCode="16024" HotelName="San
Diego Marriott Hotel and Marina" ChainName="Marriott Corporation" BrandName="Marriott">
              <ContactInfos>
                <ContactInfo ContactType="Primary">
                  <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Rick</GivenName>
                    <Surname>Outcalt</Surname>
                  </PersonName>
                </ContactInfo>
              </ContactInfos>
            </Site>
          </Sites>
        </ProfileInfo>
      </RFP_RequestSegment>
    </RFP_RequestSegments>
  </OTA_HotelRFP_RQ>

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        <NameTitle>Director</NameTitle>
    </PersonName>
    <Telephone CountryAccessCode="011" AreaCityCode="619"
PhoneNumber="230-8314" PhoneUseType="0"/>
    <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0">
        <AddressLine>333 West Harbor Drive</AddressLine>
        <CityName>San Diego</CityName>
        <PostalCode>92101</PostalCode>
        <StateProv StateCode="CA">California</StateProv>
        <CountryName Code="US">United States of America</CountryName>
    </Address>
    <Email>rick.outcalt@marriott.com</Email>
</ContactInfo>
<ContactInfo ContactType="Copy">
    <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Eric</GivenName>
        <Surname>Marriott</Surname>
        <NameTitle>Global Sales Dir</NameTitle>
    </PersonName>
    <Telephone CountryAccessCode="011" AreaCityCode="301"
PhoneNumber="380-3000" PhoneUseType="0"/>
    <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0">
        <AddressLine>One Marriott Drive</AddressLine>
        <CityName>Washington DC</CityName>
        <PostalCode>20058</PostalCode>
        <StateProv StateCode="DC">District of Columbia</StateProv>
        <CountryName Code="US">United States of America</CountryName>
    </Address>
    <Email>emarriott@marriott.com</Email>
</ContactInfo>
</ContactInfos>
</Site>
<Site ChainCode="Starwood" BrandCode="Sheraton" HotelCode="16138"
HotelName="Sheraton San Diego Hotel and Marina" ChainName="Starwood Hotels" BrandName="Sheraton">
    <ContactInfos>
        <ContactInfo ContactType="Primary">
            <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Gary</GivenName>
                <Surname>Spencer</Surname>
                <NameTitle>Director</NameTitle>
            </PersonName>
            <Telephone CountryAccessCode="011" AreaCityCode="619"
PhoneNumber="692-2266" PhoneUseType="0"/>
            <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="0" DefaultInd="false" UseType="0">
                <AddressLine>1380 Harbor Island Drive</AddressLine>
                <CityName>San Diego</CityName>
                <PostalCode>92101</PostalCode>
                <StateProv StateCode="CA">California</StateProv>
                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>gary.spencer@sheraton.com</Email>
        </ContactInfo>
    </ContactInfos>
</Site>
<Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16023" HotelName="Hilton San
Diego Resort" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
    <ContactInfos>
        <ContactInfo ContactType="Primary">
            <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
                <NamePrefix>Ms.</NamePrefix>
                <GivenName>Jane</GivenName>

```

```

        <Surname>Bucks </Surname>
        <NameTitle>Director</NameTitle>
    </PersonName>
    <Telephone CountryAccessCode="011" AreaCityCode="619"
    PhoneNumber="275-8910" PhoneUseType="0"/>
    <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
    Type="0" DefaultInd="false" UseType="0">
        <AddressLine>1775 East Mission Bay Drive</AddressLine>
        <CityName>San Diego</CityName>
        <PostalCode>92109</PostalCode>
        <StateProv StateCode="CA">California</StateProv>
        <CountryName Code="US">United States of America</CountryName>
    </Address>
    <Email>jane_bucks@hilton.com</Email>
</ContactInfo>
<ContactInfo ContactType="Copy">
    <PersonName ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="0">
        <NamePrefix>Ms.</NamePrefix>
        <GivenName>Tiffany</GivenName>
        <Surname>Bracken</Surname>
        <NameTitle>Sales Officer</NameTitle>
    </PersonName>
    <Telephone CountryAccessCode="011" AreaCityCode="301"
    PhoneNumber="380-3000" PhoneUseType="0"/>
    <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
    Type="0" DefaultInd="false" UseType="0">
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        <PostalCode>75244</PostalCode>
        <StateProv StateCode="TX">Texas</StateProv>
        <CountryName Code="US">United States of America</CountryName>
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</ContactInfo>
</ContactInfos>
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                <Surname>Hunter</Surname>
                <NameTitle>Director</NameTitle>
            </PersonName>
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                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>gary.spencer@sheraton.com</Email>
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    </ContactInfos>
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Diego Marriott La Jolla" ChainName="Marriott Corporation" BrandName="Marriott">
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        <Surname>Foster</Surname>
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        <CountryName Code="US">United States of America</CountryName>
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    <Email>david.t.foster@marriott.com</Email>
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        <GivenName>Eric</GivenName>
        <Surname>Marriott</Surname>
        <NameTitle>Global Sales Dir</NameTitle>
    </PersonName>
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                <Surname>Johnson</Surname>
                <NameTitle>Sales Director</NameTitle>
            </PersonName>
            <Telephone CountryAccessCode="011" AreaCityCode="619"
            PhoneNumber="221-4841" PhoneUseType="0"/>
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                <GivenName>Rick</GivenName>

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        <Surname>Marriott</Surname>
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        <CountryName Code="US">United States of America</CountryName>
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</ContactInfo>
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                <Surname>Fetter</Surname>
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            </PersonName>
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                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>phyllis.fetter@lacasadeszorro.com</Email>
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            <PostalCode>92009</PostalCode>
            <StateProv StateCode="CA">California</StateProv>
            <CountryName Code="US">United States of America</CountryName>
        </Address>
        <Email>nance.trevithick@fourseasons.com</Email>
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</ContactInfos>
</Site>
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        <StayDay DayNumber="1">
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NumberOfUnits="3"/>
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NumberOfUnits="4"/>
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NumberOfUnits="20">
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NumberOfUnits="20">
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        </StayDay>
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        <StayDayRoom Amount="0" RoomTypeRequirement="Doubles"
NumberOfUnits="4"/>
        <StayDayRoom Amount="0" RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="20">
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        </StayDayRoom>
        <StayDayRoom Amount="0" RoomTypeRequirement="Suites"
NumberOfUnits="3"/>
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          <Comments ParagraphNumber="1">
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Vegetarians</Text>
          </Comments>
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RoomSetup="3" TwentyFourHourHold="0">
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doughnuts</Text>
          </Comments>
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EndTime="12:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="3" TwentyFourHourHold="0">
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UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30" RoomSetup="2"
TwentyFourHourHold="1">
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Turkey, Roast Beef and Chicken sandwiches</Text>
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EndTime="3:15" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="5" TwentyFourHourHold="0">
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UnitOfMeasureQuantity="285" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30" RoomSetup="3"
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        <Text Formatted="1" Language="en-us">Coffee; Soda; Cookies;
etc.</Text>
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TwentyFourHourHold="1">
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Turkey, Roast Beef and Chicken sandwiches</Text>
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UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80" RoomSetup="2"
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UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80" RoomSetup="2"
TwentyFourHourHold="1">
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Turkey, Roast Beef and Chicken sandwiches</Text>
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SiteName="Hilton Sacramento Arden West">
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            <ContactInfo>
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PhoneNumber="922-4700"/>
                <Address FormattedInd="false" Type="0" DefaultInd="false">
                    <AddressLine>2200 Harvard St.</AddressLine>
                    <CityName>Sacramento</CityName>
                    <PostalCode>95815</PostalCode>
                    <StateProv StateCode="CA">Caifornia</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                </Address>
            </ContactInfo>
        </ContactInfos>
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TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="125.00" CurrencyCode="USD"
DecimalPlaces="2"/>
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DecimalPlaces="2"/>
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DecimalPlaces="2"/>
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TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="350.00" CurrencyCode="USD"
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<RFP_ID URL="http://www.mpoint.com" Type="0" ID="102230">
</RFP_ID>
</RFP_RequestSegments>
<MessageID ID="12345" URL="http://www.mpoint.com" Type="0">
    <CompanyName CompanyShortName="3RD Annual Sales Incentive Mtg">
    </CompanyName>
</MessageID>
</OTA_HotelRFP_RQ>

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4.3.2.2. Event: Response

Kellie gets back a response acknowledging her request.

Parsed 2003A OTA_HotelRFP_RS-b.XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RS EchoToken="183530" TimeStamp="2003-02-17T09:30:49-05:00" Target="Production"
Version="3.1415926535897932384626433832795" SequenceNmbr="1" PrimaryLangID="en-us"
AltLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelRFP_RS.xsd">
  <Success/>
  <UniqueID URL="http://www.mpoint.com" Type="0" ID="132782">
    <CompanyName>3RD Annual Sales Incentive Meeting</CompanyName>
  </UniqueID>
  <Sites>
    <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16023" HotelName="Hilton San Diego
Resort" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
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        </UniqueID>
      </Site>
    </Sites>
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</OTA_HotelRFP_RS>
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4.4. OTA_Hotel Reservation Modify

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

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

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

4.4.1. Use Case: Hotel Reservation Modify Request

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.

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

4.4.1.1. Event: Request

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

Parsed 2003A OTA_HotelResModify_RQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRQ EchoToken="592" TimeStamp="2003-03-11T17:54:00-08:00" Target="Production"
Version="1.000" PrimaryLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="18" ID="Expedia.com"/>
      <BookingChannel Type="2" Primary="true">
        <CompanyName>Expedia</CompanyName>
      </BookingChannel>
    </Source>
  </POS>
  <HotelResModifies>
    <HotelResModify RoomStayReservation="true" CreateDateTime="2003-03-11T17:29:00-08:00"
CreatorID="Expedia">
      <UniqueID Type="14" ID="1312"/>
      <RoomStays>
        <RoomStay>
          <RoomTypes>
            <RoomType RoomTypeCode="A1K" IsRoom="true"/>
          </RoomTypes>
          <RatePlans>
            <RatePlan RatePlanCode="RAC" EffectiveDate="2003-06-04" ExpireDate="2003-06-
09"/>
          </RatePlans>
          <RoomRates>
            <RoomRate EffectiveDate="2003-06-04" ExpireDate="2003-06-09"
RoomTypeCode="A1K" NumberOfUnits="1" RatePlanCode="RAC">
              <Rates>
                <Rate EffectiveDate="2003-06-04" ExpireDate="2003-06-06"
RateTimeUnit="Day" UnitMultiplier="2">
                  <Base AmountBeforeTax="110" CurrencyCode="USD"/>
                </Rate>
                <Rate EffectiveDate="2003-06-06" ExpireDate="2003-06-07"
RateTimeUnit="Day" UnitMultiplier="1">
                  <Base AmountBeforeTax="180" CurrencyCode="USD"/>
                </Rate>
                <Rate EffectiveDate="2003-06-07" ExpireDate="2003-06-09"
RateTimeUnit="Day" UnitMultiplier="2">
                  <Base AmountBeforeTax="100" CurrencyCode="USD"/>
                </Rate>
              </Rates>
            </RoomRate>
          </RoomRates>
          <GuestCounts IsPerRoom="true">
            <GuestCount AgeQualifyingCode="10" Count="1"/>
          </GuestCounts>
          <TimeSpan Start="2003-06-04" End="2003-06-09"/>
          <Total AmountAfterTax="550" CurrencyCode="USD">

```

```

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

```

4.4.1.2. Event: Response

The response comes back that the modification was successful.

Parsed 2003A OTA_HotelResModify_RS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRS EchoToken="592" TimeStamp="2003-03-11T19:58:00-08:00" Target="Production"
Version="1.000" PrimaryLangID="en-us" ResResponseType="Modified"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyRS.xsd">
  <Success/>
  <HotelResModifies>
    <HotelResModify>
      <ResGlobalInfo>
        <HotelReservationIDs>

```

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

Section 5—Insurance

5.1. OTA_Insurance Plan Search RQ/RS

The OTA Insurance Plan Search messages provide a method for insurance agents and 3rd party vendors to 1.) obtain a list of available insurance products, as well as 2.) perform searches to find insurance products that meet certain requirements (length of coverage, number of travelers, residence/citizenship restrictions, etc) from an insurance company or intermediary.

To perform a basic product search to discover what plans are available, an insurance agent or vendor would only need to pass some form of acceptable identification to the insurance provider (insurance agency number, affiliate program id, etc). The basic product search response would return a list of insurance products available to the selling agent, along with full descriptions of the products and insurance providers (if requested).

The Insurance Plan Search Message also provides more advanced search functionality: in addition to identification, the searching agent may also indicate length of trip to be insured, specifics about the traveling individuals, benefit needs, destinations, etc. This more specific product search response would return a group of insurance products that most met the requirements of the search parameters, along with full descriptions of the products and insurance providers (if requested).

5.1.1. Use Case: Agent Search for Available Plans Request

An agent (Agent123) of InsComp Insurance Company wants a list of available plans. A request is sent to InsComp to retrieve plans offered. InsComp offers a variety of plans. Not all plans that InsComp offers can be sold by Agent123.

In response, InsComp sends back information on the plans that may be sold by Agent123. There are 6 plans ... Comprehensive - Silver, Comprehensive - Gold, Comprehensive - Platinum, Emergency Medical Evacuation, Travel Medical - Silver, Travel Medical - Gold. The plan listings expire after 30 days.

5.1.1.1. Event: Request

Agent123 sends a request containing his/her agency Id number to the InsComp system responsible for advising on available plans.

Parsed 2003A OTA_InsurancePlanSearchRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.000" DetailResponse="0" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRQ.xsd">
```

```

<POS>
  <Source>
    <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
      <CompanyName>InsComp Insurance Company </CompanyName>
    </RequestorID>
  </Source>
</POS>
</OTA_InsurancePlanSearchRQ>

```

5.1.1.2. Event: Response

The Insurance provider InsComp has identified 6 plans that may be sold by Agent123.

Parsed 2003A OTA_InsurancePlanSearchRS-a.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRS.xsd">
  <Success/>
  <AvailablePlans >
    <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Silver" TypeID="s" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Gold" TypeID="g" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Platinum" TypeID="p" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="true" PlanID="InsProtPlan I" Name="Insurance Protection Plan I"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="false" PlanID="InsProtPlan II" Name="Insurance Protection Plan II"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    <AvailablePlan Featured="false" PlanID="MedEvac" Name="Emergency Medical Evacuation Plan"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
  </AvailablePlans >
</OTA_InsurancePlanSearchRS>

```

5.1.2. Use Case: Agent Search For Available Plans Advanced Request

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.

5.1.2.1. Event: Request

Agent123 sends a request to the insurance company containing his/her agency Id number and some specific information about the Doe's upcoming trip. Agent123 has requested that detailed information about the available plans be returned along with the names and identifiers of the insurance products

```

<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.000" DetailResponse="1" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRQ.xsd">
  <POS>
    <Source>
      <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
        <CompanyName>InsComp Insurance Company</CompanyName>
      </RequestorID>
    </Source>
  </POS>
  <CoveragePreferences>
    <CoveragePreference CoverageType="7" Covered="1"/>
  </CoveragePreferences>
  <SearchTripInfo>
    <CoveredTrips>
      <CoveredTrip Duration="P0Y0M15D">
        <Destinations>
          <Destination>
            <CountryName Code="FR">France</CountryName>
          </Destination>
        </Destinations>
      </CoveredTrip>
    </CoveredTrips>
  </SearchTripInfo>
  <SearchTravInfo MaxTravelers="2">
    <SearchTravelers>
      <SearchTraveler BirthDate="1967-08-13" Relation="Primary Traveler">
        <Address>
          <StateProv StateCode="VA">Virginia</StateProv>
          <CountryName Code="US">United States of America</CountryName>
        </Address>
        <CitizenCountryName Code="US"/>
        <IndCoverageReqs>
          <IndTripCost Amount="500.00" CurrencyCode="USD"/>
        </IndCoverageReqs>
      </SearchTraveler>
      <SearchTraveler BirthDate="1969-01-10" Relation="Spouse">
        <Address>
          <StateProv StateCode="VA">Virginia</StateProv>
          <CountryName Code="US">United States of America</CountryName>
        </Address>
        <CitizenCountryName Code="US"/>
        <IndCoverageReqs>
          <IndTripCost Amount="500.00" CurrencyCode="USD"/>
        </IndCoverageReqs>
      </SearchTraveler>
    </SearchTravelers>
  </SearchTravInfo>
</OTA_InsurancePlanSearchRQ>

```

5.1.2.2. Event: Response

The Insurance provider InsComp has identified 2 plans that meet Agent123’s criteria (one of which is currently marked as “featured” by InsComp’s system) and has included detailed descriptions of the plans as requested by Agent123’s search request message

```

<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.000" PrimaryLangID="en-us" AltLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_InsurancePlanSearchRS.xsd">
  <Success/>
  <AvailablePlans >
    <AvailablePlan PlanID="insprotplan1" Featured="true" Name="Insurance Protection Plan I">
      <PlanDetail >
        <PlanDescription >
          <SubSection >
            <Paragraph >
              <Text>Insurance Protection Plan I is the finest in trip protection insurance
...</Text>
              </Paragraph >
            </SubSection >
          </PlanDescription >
          <QuoteDetailURL>http://...</QuoteDetailURL >
          <BookingDetailURL >http://...</BookingDetailURL >
        </PlanDetail >
        <ProviderDetail >
          <ProviderCompany >InsComp Insurance Company </ProviderCompany >
          <ProviderDescription >
            <SubSection >
              <Paragraph >
                <Text>InsComp has recieved the highest ratings form the nations top...</Text>
              </Paragraph >
            </SubSection >
          </ProviderDescription >
        </ProviderDetail >
      </AvailablePlan >
      <AvailablePlan PlanID="insprotplan2" Featured="false" Name="Insurance Protection Plan II">
        <PlanDetail >
          <PlanDescription >
            <SubSection >
              <Paragraph >
                <Text>Insurance Protection Plan II provides superior protection for your travel
investment ...</Text>
              </Paragraph >
            </SubSection >
          </PlanDescription >
          <QuoteDetailURL>http://...</QuoteDetailURL >
          <BookingDetailURL >http://...</BookingDetailURL >
        </PlanDetail >
        <ProviderDetail >
          <ProviderCompany >InsComp Insurance Company </ProviderCompany >
          <ProviderDescription >
            <SubSection >
              <Paragraph >
                <Text>InsComp has recieved the highest ratings form the nations top...</Text>
              </Paragraph >
            </SubSection >
          </ProviderDescription >
        </ProviderDetail >
      </AvailablePlan >
    </AvailablePlans >
  </OTA_InsurancePlanSearchRS >

```

Section 6—Package Tours/Holiday Bookings

A package holiday usually consists of a single “pre-defined” offering with or without a choice of basic elements such as transport and accommodation. The business model for this concept is that allocated blocks of transport and accommodation inventory for a ‘season’ or ‘brochure period’, typically ‘Summer’ (May to October) and ‘Winter’ (November to April) are reserved by a tour operator from the supplier. These are combined into package holiday inventory items, and set up and sold from the tour operator’s system. Notification to the original supplier of the take-up of individual inventory items takes place a short period before departure of the customers. The use cases covered in this document relate to the selling by the tour operator of the packages from their internal inventory stock.

A booking can contain any number of itinerary elements, such as transport, accommodation, car rental, extra products or services, special services, extras, etc. Itinerary or journey elements are distinct by type of service and product, place of delivery, date and time the service is offered and can be individually assigned to one or more of the customers involved in the booking.

The parties involved in the current business interactions comprise Travel Agents (on behalf of customers) making enquiries and bookings with the Tour Operators who publish brochures describing the package tours on offer. The normal interaction medium is currently videotex which, due to the limited screen display size (80 characters x 25 lines), requires a considerable number of message pairs to achieve a booking. However, it is well established and extensively used, with some operators taking the majority of their bookings this way. The intention behind creating the same functionality using XML is to increase the efficiency of the booking process, extend the reach of the tour operators’ systems and expand the information available to the customer.

This document covers two scenarios—Package Availability and Package Booking. The Availability phase checks a selected package against the supplier’s system and provides full details and costs and the Booking phase completes the cycle by committing the customer to paying for the holiday and the supplier to providing it. Each scenario can be invoked independently of the others, subject to the necessary minimum information being supplied in the request message.

Package Availability comprises the following messages:

Package Availability Request	OTA_PkgAvailRQ
Package Availability Response	OTA_PkgAvailRS

Package Booking comprises the following messages:

Package Booking Request	OTA_PkgBookRQ
Package Booking Response	OTA_PkgBookRS

6.1. OTA_Pkg Avail RQ/RS

The Package Availability Request message is designed to establish whether a specific package is available for a specific date and duration for a given number of customers (who may be subdivided by category e.g., Adult, Child etc.).

If the request is satisfied, the enquirer will be provided with a priced breakdown of the package elements.

If the request is not satisfied because one or more elements of the package are not available, the enquirer may be provided with a selection of alternatives for that element.

The business use case (see below) that supports this message identifies a customer or agent (person or system acting on behalf of the customer) who requests the availability status of a specific occurrence of a package. The first step in this use case is for the enquirer to supply the details of the package, the stay and the party composition.

The steps of the use case proceed as follows:

- The Customer or agent requests the availability of a specific package for a date and duration for a number of passengers.
- The system returns a priced package summary detailing all possible combinations of facilities (where appropriate).

The data returned at Step 2 is used as the basis for the Package Booking Request.

Additional data that accompanies the response message may include information, which may affect the enquirer's decision on whether to book the package, e.g., building works, unavailable facilities etc.

Where the supplier system is unable to provide costs for all combinations, it may return a basic priced summary with details of the availability of facilities from which the customer must make a choice and submit a revised request in order to get a full costing.

Possible business processing errors include:

- One or more components of the package cannot satisfy the number of passengers for the date and duration requested. The system may return a list of possible alternative components and if the enquirer chooses one from the list as a substitute the use case will restart from Step 1.

6.1.1. Use Case: Availability for a Specific Package Holiday

A customer has been looking at a holiday brochure for tour operator COS. They ask Travel Agent A1234 if the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003. The travel agent establishes that the

customer can go up to 2 days before and 3 days after this date and sends an availability request to the COS system.

The COS system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms, with meal-plan-type prices for single, twin, triple bedded rooms for variable valid occupancies which could be generated by 2 adults, 2 children and 1 infant (e.g., one twin with two extra beds and a cot/crib or a single for 1 adult with a triple for 1 adult and two children and an infant etc). The message includes a warning that further selection is required to indicate which room type is required.

The customer selects a Twin room on a Half-board (breakfast and dinner) basis and the travel agent sends a booking request message to obtain a quotation.

6.1.1.1. Event: Request

Customer requests the availability of a specific holiday package.

Parsed 2003A OTA_PkgAvailRQ-a.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRQ.xsd">
  <POS>
    <Source AgentSine="A1234">
      <RequestorID URL="www.agent.com" Type="4" ID="a1234"/>
      <BookingChannel Type="6"/>
    </Source>
  </POS>
  <SearchDateRange Start="2003-10-07" Duration="P14D">
    <DateWindowRange WindowBefore="P2D" WindowAfter="P3D">2003-10-
07T00:00:00</DateWindowRange>
  </SearchDateRange>
  <PackageRequest TourCode="ADABA" TravelCode="GAD20" PromotionCode="ABC123">
    <CompanyName Code="COS"/>
  </PackageRequest>
  <CustomerCounts>
    <CustomerCount Code="Adult" Quantity="2"/>
    <CustomerCount Code="Child" Quantity="2"/>
    <CustomerCount Code="Infant" Quantity="1"/>
  </CustomerCounts>
</OTA_PkgAvailRQ>
```

6.1.1.2. Event: Response

The COS system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms, with meal-plan-type prices for single, twin, triple bedded rooms for variable valid occupancies which could be generated by 2 adults and 2 children (e.g., one twin with two extra beds or a single for 1 adult with a triple for 1 adult and two children etc). The message includes a warning that further selection is required to indicate which room type is required.

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000">
  <Success/>
  <Warnings>
    <Warning Type="3">Please select room(s) and meal plan(s) from the accompanying lists</Warning>
  </Warnings>
  <Package>
    <DateRange Start="2003-10-07" Duration="P14D"/>
    <ItineraryItems >
      <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
        <Travel>
          <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </Travel>
      </ItineraryItem>
      <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
        <Accommodation RPH="2" ResortName="Alcudia">
          <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
          <DateRange Start="2003-10-07" Duration="P14D"/>
          <RoomProfiles>
            <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra beds
and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
              <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                <GuestCount AgeQualifyingCode="INF" Count="1"/>
              </GuestCounts>
            </RoomProfile>
          </RoomProfiles>
          <MealPlans>
            <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
          </MealPlans>
        </Accommodation>
      </ItineraryItem>
      <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
        <Travel>
          <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </Travel>
      </ItineraryItem>
    </ItineraryItems >
    <Cautions>
      <Caution Type="Flight" Start="2003-10-07" ItinerarySequence="1">Please note that all flights are
non-smoking.</Caution >
      <Caution Type="Resort" Start="2003-10-07" Duration="P14D" ItinerarySequence="2">Please
note that the October festival in Alcudia is very noisy.</Caution>

```

```

    <Caution Type="Accom" Start="2003-10-14" End="2003-04-30">The outdoor swimming pool will
be closed for the winter from 14 October</Caution>
    <Caution Type="Flight" Start="2003-10-21" ItinerarySequence="2">Please note that all flights are
non-smoking.</Caution>
  </Cautions>
</Package>
<FacilityChoices>
  <AvailableRooms>
    <Room RPH="1" RoomTypeCode="SINGLE" Description="Single Room" Quantity="2"
MinOccupancy="1" MaxOccupancy="1">
      <SupplementCharges>
        <Charge Amount="21.00"/>
      </SupplementCharges>
    </Room>
    <Room RPH="2" RoomTypeCode="TWIN" Description="Twin Room" Quantity="5"
MinOccupancy="2" MaxOccupancy="4" MaxAdults="3" CotQuantity="2" FreeChildFlag="true"/>
  </AvailableRooms>
  <AvailableMealPlans>
    <MealPlan Code="HB" Plan="Half Board"/>
    <MealPlan Code="FB" Plan="Full Board">
      <SupplementCharges CurrencyCode="GBP">
        <Charge Code="ADT" Amount="140.00"/>
        <Charge Code="CHD" Amount="105.00"/>
      </SupplementCharges>
      <SupplementCharges CurrencyCode="GBP">
        <Charge Code="ADT" Amount="224.00"/>
        <Charge Code="CHD" Amount="168.00"/>
      </SupplementCharges>
    </MealPlan>
  </AvailableMealPlans>
  <RoomPrices MealPlan="HB">
    <RoomPrice RoomRPH="1" Code="SINGLE">
      <GuestCounts>
        <GuestCount AgeQualifyingCode="ADT" Count="1"/>
      </GuestCounts>
      <ItemPrice Description="Adult Price">
        <UnitPrice Amount="371.00"/>
        <ExtendedPrice Amount="371.00"/>
      </ItemPrice>
      <ProfilePrice Amount="371.00"/>
    </RoomPrice>
    <RoomPrice RoomRPH="2" Code="TWIN">
      <GuestCounts>
        <GuestCount AgeQualifyingCode="ADT" Count="2"/>
      </GuestCounts>
      <ItemPrice Description="Adult Price">
        <UnitPrice Amount="350.00"/>
        <ExtendedPrice Amount="700.00"/>
      </ItemPrice>
      <ProfilePrice Amount="700.00"/>
    </RoomPrice>
    <RoomPrice RoomRPH="2" Code="TWIN">
      <GuestCounts>
        <GuestCount AgeQualifyingCode="ADT" Count="2"/>
        <GuestCount AgeQualifyingCode="CHD" Count="1"/>
      </GuestCounts>
      <ItemPrice Description="Adult Price" Quantity="2">
        <UnitPrice Amount="350.00"/>
        <ExtendedPrice Amount="700.00"/>
      </ItemPrice>
      <ItemPrice Description="First Child">
        <UnitPrice Amount="250.00"/>
        <ExtendedPrice Amount="250.00"/>
      </ItemPrice>
      <ProfilePrice Amount="950.00"/>
    </RoomPrice>
  </RoomPrices>

```

```

<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="2">
    <UnitPrice Amount="350.00"/>
    <ExtendedPrice Amount="700.00"/>
  </ItemPrice>
  <ItemPrice Description="First Child">
    <UnitPrice Amount="200.00"/>
    <ExtendedPrice Amount="200.00"/>
  </ItemPrice>
  <ItemPrice Description="Second Child">
    <UnitPrice Amount="250.00"/>
    <ExtendedPrice Amount="250.00"/>
  </ItemPrice>
  <ProfilePrice Amount="1150.00"/>
</RoomPrice>
<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="3"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="3">
    <UnitPrice Amount="308.00"/>
    <ExtendedPrice Amount="924.00"/>
  </ItemPrice>
  <ProfilePrice Amount="924.00"/>
</RoomPrice>
</RoomPrices>
<RoomPrices MealPlan="FB">
  <RoomPrice RoomRPH="1" Code="SINGLE">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="1"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price">
      <UnitPrice Amount="611.00"/>
      <ExtendedPrice Amount="611.00"/>
    </ItemPrice>
    <ProfilePrice Amount="611.00"/>
  </RoomPrice>
  <RoomPrice RoomRPH="2" Code="TWIN">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price" Quantity="2">
      <UnitPrice Amount="490.00"/>
      <ExtendedPrice Amount="980.00"/>
    </ItemPrice>
    <ProfilePrice Amount="980.00"/>
  </RoomPrice>
  <RoomPrice RoomRPH="2" Code="TWIN">
    <GuestCounts>
      <GuestCount AgeQualifyingCode="ADT" Count="2"/>
      <GuestCount AgeQualifyingCode="CHD" Count="1"/>
    </GuestCounts>
    <ItemPrice Description="Adult Price" Quantity="2">
      <UnitPrice Amount="490.00"/>
      <ExtendedPrice Amount="980.00"/>
    </ItemPrice>
    <ItemPrice Description="First Child" Quantity="1">
      <UnitPrice Amount="390.00"/>
      <ExtendedPrice Amount="390.00"/>
    </ItemPrice>
    <ProfilePrice Amount="1370.00"/>
  </RoomPrice>
</RoomPrices>

```

```

<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="2">
    <UnitPrice Amount="490.00"/>
    <ExtendedPrice Amount="980.00"/>
  </ItemPrice>
  <ItemPrice Description="First Child">
    <UnitPrice Amount="340.00"/>
    <ExtendedPrice Amount="340.00"/>
  </ItemPrice>
  <ItemPrice Description="Second Child">
    <UnitPrice Amount="390.00"/>
    <ExtendedPrice Amount="390.00"/>
  </ItemPrice>
  <ProfilePrice Amount="1710.00"/>
</RoomPrice>
<RoomPrice RoomRPH="2" Code="TWIN">
  <GuestCounts>
    <GuestCount AgeQualifyingCode="ADT" Count="3"/>
  </GuestCounts>
  <ItemPrice Description="Adult Price" Quantity="3">
    <UnitPrice Amount="448.00"/>
    <ExtendedPrice Amount="1344.00"/>
  </ItemPrice>
  <ProfilePrice Amount="1344.00"/>
</RoomPrice>
</RoomPrices>
</FacilityChoices>
</OTA_PkgAvailRS>

```

6.1.2. Use Case: Availability Request For A Flight-Only Package

A customer wants to check the availability of a flight-only package arrangement for 2 adults from London Gatwick to Palma Mallorca on 7th Oct 2003 for 10 days on a tour operator own website.

He fills in the request form on his browser and sends the request message to the tour operator. Because the seats are sold out on the return journey, the tour operator returns a response message with a warning, together with a selection of alternative flights which are available, one from Gatwick for 11 days, one from Luton and a third from Gatwic k which returns to Stansted. Because this is a direct selling link, information on acceptable forms of payment are also returned.

6.1.2.1. Event: Request

The customer sends a request to the tour operator of the flight-only availability.

Parsed 2003A OTA_PkgAvailRQ-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRQ.xsd">
  <POS>

```

```

    <Source AgentSine="Z9999">
      <RequestorID Type="9" ID="Internal"/>
      <BookingChannel Type="6"/>
    </Source>
  </POS>
  <PackageRequest Type="FO">
    <DateRange Start="2003-10-07" Duration="P14D"/>
    <ItineraryItems >
      <ItineraryItem>
        <Travel>
          <AirSegment TravelCode="GAD20" DepartureDateTime="2003-10-07T00:00:00">
            <DepartureAirport LocationCode="LGW"/>
            <ArrivalAirport LocationCode="PMI"/>
          </AirSegment>
        </Travel>
      </ItineraryItem>
    </ItineraryItems >
  </PackageRequest>
  <CustomerCounts>
    <CustomerCount Code="Adult" Quantity="2"/>
  </CustomerCounts>
</OTA_PkgAvailRQ>

```

6.1.2.2. Event: Response

The tour operator responds back to the customer with the information requested, along with a warning and payment information.

Parsed 2003A OTA_PkgAvailRS-b.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000">
  <Success/>
  <Warnings>
    <Warning Type="4">Requested flight departure is not available. Please select from the following
alternatives.</Warning>
  </Warnings>
  <Package>
    <DateRange Start="2003-10-07" Duration="P14D"/>
  </Package>
  <TravelChoices >
    <TravelItem>
      <TravelDetail>
        <OutwardTravel>
          <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </OutwardTravel>
        <ReturnTravel>
          <AirSegment DepartureDay="Wed" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD30">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
            <AvailableSeats>

```

```

        <SeatAvailability Quantity="4"/>
      </AvailableSeats >
    </AirSegment>
  </ReturnTravel>
</TravelDetail>
<Supplements>
  <SupplementCharge CurrencyCode="GBP">
    <Charge Amount="179.00" Code="AD"/>
  </SupplementCharge>
</Supplements >
  <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
  </TravellItem>
  <TravellItem>
    <TravelJourney OriginAirportID="LTN" DestinationAirportID="PMI" OutwardDateTime ="2003-10-
07T12:45:00" ReturnDateTime ="2003-10-21T17:20:00" TravelCode="LAD22" />
    <Supplements>
      <SupplementCharge CurrencyCode="GBP">
        <Charge Amount="169.00" Code="AD"/>
      </SupplementCharge>
    </Supplements >
      <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
    </TravellItem>
    <TravellItem>
      <TravelDetail>
        <OutwardTravel>
          <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime ="2003-10-07T06:45:00" TravelCode="GAD20">
            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="4"/>
            </AvailableSeats>
          </AirSegment>
        </OutwardTravel>
        <ReturnTravel>
          <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime ="2003-10-21T09:30:00" TravelCode="SAD21">
            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
            <ArrivalAirport LocationCode="STN">London Gatwick</ArrivalAirport>
            <AvailableSeats>
              <SeatAvailability Quantity="6"/>
            </AvailableSeats>
          </AirSegment>
        </ReturnTravel>
      </TravelDetail>
    </Supplements>
      <SupplementCharge CurrencyCode="GBP">
        <Charge Amount="129.00" Code="AD"/>
      </SupplementCharge>
    </Supplements >
      <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
    </TravellItem>
  </TravelChoices>
  <AcceptedPaymtForms >
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CSH">.</AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="BAL" PaymentType="CSH">.</AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="V">1% fee
applies </AcceptedPaymtForm>
    <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="AX">2% fee
applies </AcceptedPaymtForm>
  </AcceptedPaymtForms >
</OTA_PkgAvailRS >

```

6.2. OTA_Pkg Book RQ/RS

The Create Booking messages are designed to make a confirmed booking of a package holiday whose availability may or may not have been checked. An <ActionType> qualifier is available to modify the default 'Book' request to simply return a Quotation or make a provisional reservation pending authorization of payment details.

If the 'Book' action request by a direct customer is satisfied, the enquirer may be requested to provide contact and payment details. On authorization of the payment details, the enquirer will be provided with a Booking Reference (and, optionally, Invoice details for printing).

6.2.1. Use Case: Requesting A Quotation For A Package Holiday

Having established that the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003 with tour operator COS, the customer asks Happy Holidays (Travel Agent Code A1234) to obtain a quotation for the holiday. The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

The COS system responds with a fully costed package itinerary and a temporary booking reference to be used when the customer accepts the booking offer.

The customer is happy with the details provided and the travel agent takes a deposit on the holiday on the customer's credit card using his own payment system. He then sends a book request with an Action Type of 'Commit' to the COS system quoting the temporary booking reference and receives a confirmation response which is also directed to his back-office system which prints the required official Civil Aviation Authority receipt.

(This message can be used without a preceding availability interchange when all the required input data is known. In this scenario, when the package is available, the standard booking response is returned; if the package is not available, the Package Availability response is returned with a selection of alternative facilities.).

6.2.1.1. Event: Request

The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

Parsed 2003A OTA_PkgBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgBookRQ.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000" ActionType="Quote">
```

```

<POS>
  <Source AgentSine="A1234">
    <RequestorID URL="www.happyholidays.com" Type="4" ID="a1234"/>
    <BookingChannel Type="6"/>
  </Source>
</POS>
<PackageRequest ID="COSS02ADA2367">
  <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
  <ItineraryItems >
    <ItineraryItem>
      <Travel>
        <AirSegment DepartureDateTime="2003-10-07T05:00:00" TravelCode="GAD20">
          <DepartureAirport LocationCode="LGW"/>
          <ArrivalAirport LocationCode="PMI"/>
          <AvailableSeats>
            <SeatAvailability Quantity="4"/>
          </AvailableSeats>
        </AirSegment>
      </Travel>
    </ItineraryItem>
    <ItineraryItem>
      <Accommodation>
        <Identity PropertyClassType="HTL" HotelCode="ADABA"/>
        <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
        <RoomProfiles>
          <RoomProfile RoomTypeCode="TWIN" Quantity="1" CotQuantity="1">
            <GuestCounts>
              <GuestCount AgeQualifyingCode="ADT" Count="2"/>
              <GuestCount AgeQualifyingCode="CHD" Count="2"/>
              <GuestCount AgeQualifyingCode="INF" Count="1"/>
            </GuestCounts>
          </RoomProfile>
        </RoomProfiles>
        <MealPlans>
          <MealPlan Code="HB" Quantity="4"/>
        </MealPlans>
      </Accommodation>
    </ItineraryItem>
    <ItineraryItem>
      <Travel>
        <AirSegment DepartureDateTime="2003-10-21T00:00:00" TravelCode="GAD20">
          <DepartureAirport LocationCode="PMI"/>
          <ArrivalAirport LocationCode="LGW"/>
          <AvailableSeats>
            <SeatAvailability Quantity="4"/>
          </AvailableSeats>
        </AirSegment>
      </Travel>
    </ItineraryItem>
  </ItineraryItems >
</PackageRequest>
<ContactDetail>
  <PersonName>
    <NamePrefix>Mr</NamePrefix>
    <GivenName>S</GivenName>
    <Surname>Smithers</Surname>
  </PersonName>
</ContactDetail>
<PassengerListItems >
  <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
    <Name>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>Simon</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>

```

```

<PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
  <Name>
    <NamePrefix>Mrs</NamePrefix>
    <GivenName>A</GivenName>
    <Surname>Smithers</Surname>
  </Name>
</PassengerListItem>
<PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
  <Name>
    <NamePrefix>Miss</NamePrefix>
    <GivenName>B</GivenName>
    <Surname>Smithers</Surname>
  </Name>
</PassengerListItem>
<PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
  <Name>
    <NamePrefix>Mstr</NamePrefix>
    <GivenName>C</GivenName>
    <Surname>Smithers</Surname>
  </Name>
</PassengerListItem>
<PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
  <Name>
    <NamePrefix>Inf</NamePrefix>
    <GivenName>D</GivenName>
    <Surname>Smithers</Surname>
  </Name>
</PassengerListItem>
</PassengerListItems>
<OwnInsuranceChoices>
  <OwnInsuranceChoice InsuranceCompany="Home and Overseas">
    <CustomerCounts>
      <CustomerCount Quantity="4"/>
    </CustomerCounts>
  </OwnInsuranceChoice>
</OwnInsuranceChoices>
</OTA_PkgBookRQ>

```

6.2.1.2. Event: Response

The COS system responds with a fully costed package itinerary and a temporary booking reference to be used when the customer accepts the booking offer.

Parsed 2003A OTA_PkgBookRS.xml – Quotation response

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
  OTA_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
  Version="1.000" SequenceNbr="3">
  <Success/>
  <PackageReservation>
    <UniqueID Type="21" ID="123456"/>
    <Package>
      <DateRange Start="2003-10-07" Duration="P14D"/>
      <ItineraryItems>
        <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
          <Travel>
            <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
              <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
              <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
            </AirSegment>
          </Travel>
        </ItineraryItem>
      </ItineraryItems>
    </Package>
  </PackageReservation>
</OTA_PkgBookRS>

```

```

        <AvailableSeats>
          <SeatAvailability Quantity="4"/>
        </AvailableSeats>
      </AirSegment>
    </Travel>
  </ItineraryItem>
  <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
    <Accommodation RPH="2" ResortName="Alcudia">
      <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
      <DateRange Start="2003-10-07" Duration="P14D"/>
      <RoomProfiles>
        <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
          <GuestCounts>
            <GuestCount AgeQualifyingCode="ADT" Count="2"/>
            <GuestCount AgeQualifyingCode="CHD" Count="2"/>
            <GuestCount AgeQualifyingCode="INF" Count="1"/>
          </GuestCounts>
        </RoomProfile>
      </RoomProfiles>
      <MealPlans>
        <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
      </MealPlans>
    </Accommodation>
  </ItineraryItem>
  <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
    <Travel>
      <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-
21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
        <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
        <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
        <AvailableSeats>
          <SeatAvailability Quantity="4"/>
        </AvailableSeats>
      </AirSegment>
    </Travel>
  </ItineraryItem>
</ItineraryItems>
<Cautions>
  <Caution Type="Booking">NB. this quotation will expire at 17:00hrs today.</Caution>
  <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that
all flights are non-smoking.</Caution>
  <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D"
ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
  <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that
all flights are non-smoking.</Caution>
</Cautions>
</Package>
<ContactDetail>
  <PersonName>
    <NamePrefix>Mr</NamePrefix>
    <GivenName>S</GivenName>
    <Surname>Smithers</Surname>
  </PersonName>
</ContactDetail>
<PassengerListItems>
  <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
    <Name>
      <NamePrefix>Mr</NamePrefix>
      <GivenName>Simon</GivenName>
      <Surname>Smithers</Surname>
    </Name>
  </PassengerListItem>
  <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
    <Name>
      <NamePrefix>Mrs</NamePrefix>

```

```

        <GivenName>A</GivenName>
        <Surname>Smithers</Surname>
    </Name>
</PassengerListItem>
<PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
    <Name>
        <NamePrefix>Miss</NamePrefix>
        <GivenName>B</GivenName>
        <Surname>Smithers</Surname>
    </Name>
</PassengerListItem>
<PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
    <Name>
        <NamePrefix>Mstr</NamePrefix>
        <GivenName>C</GivenName>
        <Surname>Smithers</Surname>
    </Name>
</PassengerListItem>
<PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
    <Name>
        <NamePrefix>Inf</NamePrefix>
        <GivenName>D</GivenName>
        <Surname>Smithers</Surname>
    </Name>
</PassengerListItem>
</PassengerListItems>
<OwnInsuranceChoices>
    <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNmbr="1453891762">
        <CustomerCounts>
            <CustomerCount Quantity="4"/>
        </CustomerCounts>
    </OwnInsuranceChoice>
</OwnInsuranceChoices>
<InvoiceDetail>
    <CostingItems>
        <CostingItem Description="Basic Holiday Price" Quantity="2">
            <UnitPrice Amount="546.00"/>
            <ExtendedPrice Amount="1092.00"/>
        </CostingItem>
        <CostingItem Description="First Child" Quantity="1">
            <UnitPrice Amount="150.00"/>
            <ExtendedPrice Amount="150.00"/>
        </CostingItem>
        <CostingItem Description="Second Child" Quantity="1">
            <UnitPrice Amount="223.00"/>
            <ExtendedPrice Amount="223.00"/>
        </CostingItem>
    </CostingItems>
    <GrossAmount Amount="1465.00"/>
    <DepositAmount Amount="300.00"/>
    <BalanceDueAmount Amount="1165.00"/>
</InvoiceDetail>
</PackageReservation>
</OTA_PkgBookRS>

```

6.2.1.3. Event: Request

The booking is accepted and a request for booking is sent by tour operator.

Parsed 2003A OTA_PkgBookRQ.xml

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

```

<OTA_PkgBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgBookRQ.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="1.000" ActionType="Commit">
  <UniqueID Type="21" ID="123456"/>
</OTA_PkgBookRQ>

```

6.2.1.4. Event: Response

He receives a confirmation response, which is also directed to his back-office system, which prints the required official Civil Aviation Authority receipt.

Parsed 2003A OTA_PkgBookRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
Version="1.000" SequenceNmbr="3">
  <Success/>
  <PackageReservation>
    <UniqueID Type="14" ID="AA12345"/>
    <Package>
      <DateRange Start="2003-10-07" Duration="P14D"/>
      <ItineraryItems>
        <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
          <Travel>
            <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
              <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
              <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
              <AvailableSeats>
                <SeatAvailability Quantity="4"/>
              </AvailableSeats>
            </AirSegment>
          </Travel>
        </ItineraryItem>
        <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
          <Accommodation RPH="2" ResortName="Alcudia">
            <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
            <DateRange Start="2003-10-07" Duration="P14D"/>
            <RoomProfiles>
              <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                <GuestCounts>
                  <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                  <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                  <GuestCount AgeQualifyingCode="INF" Count="1"/>
                </GuestCounts>
              </RoomProfile>
            </RoomProfiles>
            <MealPlans>
              <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
            </MealPlans>
          </Accommodation>
        </ItineraryItem>
        <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
          <Travel>
            <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-
21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
              <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>

```

```

        <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
        <AvailableSeats>
            <SeatAvailability Quantity="4"/>
        </AvailableSeats>
    </AirSegment>
</Travel>
</ItineraryItem>
</ItineraryItems>
<Cautions>
    <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that
all flights are non-smoking.</Caution>
    <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D"
ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
    <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that
all flights are non-smoking.</Caution>
</Cautions>
</Package>
<ContactDetail>
    <PersonName>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>S</GivenName>
        <Surname>Smithers</Surname>
    </PersonName>
</ContactDetail>
<PassengerListItems>
    <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
        <Name>
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Simon</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
        <Name>
            <NamePrefix>Mrs</NamePrefix>
            <GivenName>A</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
        <Name>
            <NamePrefix>Miss</NamePrefix>
            <GivenName>B</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
        <Name>
            <NamePrefix>Mstr</NamePrefix>
            <GivenName>C</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
        <Name>
            <NamePrefix>Inf</NamePrefix>
            <GivenName>D</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
</PassengerListItems>
<OwnInsuranceChoices>
    <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNbr="1453891762">
        <CustomerCounts>
            <CustomerCount Quantity="4"/>
        </CustomerCounts>
    </OwnInsuranceChoice>
</OwnInsuranceChoices>

```

```
</OwnInsuranceChoice>
</OwnInsuranceChoices>
<InvoiceDetail>
  <CostingItems >
    <CostingItem Description="Basic Holiday Price" Quantity="2">
      <UnitPrice Amount="546.00"/>
      <ExtendedPrice Amount="1092.00"/>
    </CostingItem>
    <CostingItem Description="First Child" Quantity="1">
      <UnitPrice Amount="150.00"/>
      <ExtendedPrice Amount="150.00"/>
    </CostingItem>
    <CostingItem Description="Second Child" Quantity="1">
      <UnitPrice Amount="223.00"/>
      <ExtendedPrice Amount="223.00"/>
    </CostingItem>
  </CostingItems >
  <GrossAmount Amount="1465.00"/>
  <DepositAmount Amount="300.00"/>
  <BalanceDueAmount Amount="1165.00"/>
</InvoiceDetail>
<Transactions>
  <Transaction Type="Receipt" PostingDateTime="2003-04-08T21:10:30" BatchNmbr="XGH003"
Comment="VISA ****1234">
    <Amount Amount="300.00"></Amount>
  </Transaction>
</Transactions>
</PackageReservation>
</OTA_PkgBookRS>
```

Section 7— Travel Itinerary Messages

The Travel Industry has successfully enjoyed the benefits of feature rich electronic data exchange among global trading partners for decades. The Travel Itinerary message (or Passenger Name Record—PNR) is widely used to integrate, manage and service travel content—which includes: Air, Car, Hotels, Rail, and Tour & Cruise. The following is a list of travel content information traditionally contained within the Travel Itinerary (includes 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

7.1. OTA_Travel Itinerary RQ/RS

The Travel Itinerary Schema is basically a combination of existing, OTA Schemas (XML components or schema fragments) with some new components encapsulated as one large Schema—the ‘TravelItinerary’. The OTA_TravelItineraryRS message model builds upon the component assets via loosely coupling associations between them (either hierarchically or by attribute references) to maximize both flexibility and reusability.

A request to read (retrieve) a Travel Itinerary is issued using the OTA_TravelItineraryReadRQ message with a unique ID referencing the itinerary.

The response to a read request, OTA_TravelItineraryRS may contain a <SpecialServices> element at both the itinerary item level and higher itinerary level. Such hierarchy provides a clear means to associate a specific service element with one item or to multiple items. This contextual association pattern also applies to the pricing elements <ItemPricing> and <ItineraryPricing> which directly relate to specific item pricing or subtotal pricing of items respectively. The pattern is more apparent when viewing using a visual XML editor or via UML.

Additionally, content which is related to (e.g., not reserved or owned by) a specific OTA travel itinerary message can be referenced via the <AssocItem> element. This element is modeled much like itinerary items where, unique patterns of contextually related service and pricing options can be applied.

7.1.1. Use Case: Travel Itinerary Read Request

Betty Johnson, owner/employee of U-Own-The-World Travel, uses the Atlas12000 GDS booking application installed on her desktop platform. Bob Jones, has requested a copy of his upcoming business trip itinerary from Betty, whom he booked the trip through. Betty, using the super slick GUI interface selects Bob's GDS reservation number from a list, enters it into the interface and clicks a single button. By the miracle of XML and the GDS API, Bob's itinerary is returned to the booking app., 'massaged', sent to Betty's screen for visual confirmation as well as to her local printer and Bob's email address.

7.1.1.1. Event: Request

A request for GDS reservation number UOTWT0122321.

Parsed 2003A OTA_TravellitineraryReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravellitineraryReadRQ TimeStamp="2003-02-24T11:43:57" PrimaryLangID="en" Version="1.000"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_TravellitineraryReadRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="5" ID="UOTWT0122321"/>
    </Source>
  </POS>
  <UniqueID Type="14" ID="M839LW"/>
</OTA_TravellitineraryReadRQ>
```

7.1.1.2. Event: Response

The description of the response with data

Parsed 2003A OTA_TravellitineraryReadRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravellitineraryRS xmlns="http://www.opentravel.org/OTA/2003/05"
TimeStamp="2003-02-24T11:44:00"
PrimaryLangID="en" Version="1.000"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_TravellitineraryRS.xsd">
  <Success/>
  <Travellitinerary>
    <ItineraryRef Type="14" ID="M839LW"/>
    <CustomerInfos>
      <CustomerInfo RPH="01">
        <Customer>
          <PersonName>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>Robert</GivenName>
            <MiddleName>Anthony</MiddleName>
            <Surname>Jones</Surname>
          </PersonName>
          <Telephone PhoneNumber="2241630" AreaCityCode="302" Extension="5574"/>
          <Email>rajones@somewhere.org</Email>
        </Customer>
      </CustomerInfo>
    </CustomerInfos>
  </Travellitinerary>
</OTA_TravellitineraryRS>
```

```

    <Address FormattedInd="true">
      <StreetNmbr PO_Box="P.O. Box 77">1452 S. 13th St. N.W.</StreetNmbr>
      <CityName>Westfinster</CityName>
      <PostalCode>90210</PostalCode>
      <StateProv>NY</StateProv>
      <CountryName>US</CountryName>
    </Address>
  </Customer>
  <AgencyAcctNumber Type="5" ID="UOTWT0122321"/>
</CustomerInfo>
</CustomerInfos>
<ItineraryInfo>
  <ReservationItems ChronoOrdered="true">
    <Item RPH="01" ItinSeqNumber="01">
      <Air DepartureDateTime="2003-03-03T08:00:00" FlightNumber="942"
ResBookDesigCode="Y">
        <DepartureAirport LocationCode="DEN">Denver International
Airport</DepartureAirport>
        <ArrivalAirport LocationCode="ORD">Chicago O'Hare</ArrivalAirport>
        <MarketingAirline>UA</MarketingAirline>
        <Seats>
          <Seat Number="07A" Characteristic="Window" CustomerRPH="01"/>
        </Seats>
      </Air>
    </Item>
    <Item RPH="02" ItinSeqNumber="02">
      <Air DepartureDateTime="2003-03-03T13:00:00" FlightNumber="3545"
ResBookDesigCode="Y">
        <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
        <ArrivalAirport LocationCode="YUL">Montreal Dorval</ArrivalAirport>
        <OperatingAirline>AC</OperatingAirline>
        <MarketingAirline>UA</MarketingAirline>
        <Seats>
          <Seat Number="08B" Characteristic="Aisle" CustomerRPH="01"/>
        </Seats>
      </Air>
    </Item>
    <Item RPH="03" ItinSeqNumber="05">
      <Air DepartureDateTime="2003-03-10T08:00:00" FlightNumber="5568">
        <DepartureAirport LocationCode="YUL">Montreal Dorval</DepartureAirport>
        <ArrivalAirport LocationCode="BOS">Boston Logan</ArrivalAirport>
        <OperatingAirline>AC</OperatingAirline>
        <MarketingAirline>UA</MarketingAirline>
        <Seats>
          <Seat Number="3D" Characteristic="Window" CustomerRPH="01"/>
        </Seats>
      </Air>
    </Item>
    <Item RPH="04" ItinSeqNumber="06">
      <Air DepartureDateTime="2003-03-10T10:30:00" FlightNumber="5542">
        <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
        <ArrivalAirport LocationCode="DEN">Denver International</ArrivalAirport>
        <MarketingAirline>UA</MarketingAirline>
        <Seats>
          <Seat CustomerRPH="01" Number="23B"/>
        </Seats>
      </Air>
    </Item>
    <Item RPH="05" ItinSeqNumber="04">
      <Hotel>
        <Reservation>
          <RoomTypes>
            <RoomType RoomTypeCode="KNGSTE" NumberOfUnits="1"/>
          </RoomTypes>
          <RoomRates>
            <RoomRate>

```

```

        <Rates>
          <Rate AgeQualifyingCode="10" MinAge="18" EffectiveDate="2003-
03-03" ExpireDate="2003-03-10">
            <Base AmountAfterTax="1495.00" CurrencyCode="CAD"/>
          </Rate>
        </Rates>
      </RoomRate>
    </RoomRates>
  <GuestCounts>
    <GuestCount AgeQualifyingCode="10" Count="1"/>
  </GuestCounts>
  <TimeSpan Start="2003-03-03" End="2003-03-10"/>
  <BasicPropertyInfo ChainCode="HH" HotelCityCode="YUL" HotelName="Hilton
Bonaventure"/>
</Reservation>
</Hotel>
</Item>
<Item RPH="06" ItinSeqNumber="03">
  <Vehicle>
    <ConfID Type="14" ID="02138525448412"/>
    <VehRentalCore PickupDateTime="2003-03-03T15:30:00" ReturnDateTime="2003-
03-10T06:00:00">
      <PickUpLocation LocationCode="YUL">Montreal Dorval
Airport</PickUpLocation>
      <ReturnLocation LocationCode="YUL">Montreal Dorval Airport</ReturnLocation>
    </VehRentalCore>
    <Vehicle AirConditionInd="true" TransmissionType="Automatic">
      <VehType VehicleCategory="CAR" DoorCount="4"/>
      <VehClass Size="FUL"/>
      <VehMakeModel Name="Ford Taurus"/>
    </Vehicle>
    <RentalRate>
      <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="Week"/>
    </RentalRate>
    <TotalCharge RateTotalAmount="345.00" CurrencyCode="CAD"/>
  </Vehicle>
</Item>
</ReservationItems>
<Ticketing TicketType="eTicket" eTicketNumber="30465876954325" PlatingCarrier="UAL"/>
<ItineraryPricing ItemRPH_List="01 02 03 04">
  <Cost AmountAfterTax="745.00" CurrencyCode="USD"/>
</ItineraryPricing>
<SpecialServices ItemRPH="01" CustomerRPH_List="01">
  <Service SSRCode="VGML">
    <Airline Code="UA">United Airlines</Airline>
  </Service>
</SpecialServices>
</ItineraryInfo>
<TravelCost>
  <FormOfPayment>
    <PaymentCard CardNumber="3151002645983754" ExpireDate="1205" CardType="MC">
      <CardHolderName>ROBERT A. JONES</CardHolderName>
    </PaymentCard>
  </FormOfPayment>
  <CostTotals AmountAfterTax="1957.92" CurrencyCode="USD"/>
</TravelCost>
<UpdatedBy>
  <Access ID="U09932147"/>
</UpdatedBy>
</Travellitinerary>
</OTA_TravellitineraryRS>

```

Section 8—Rail Messages

8.1. OTA_Rail Avail RQ/RS

The Rail availability request provides the ability to request rail services between two station pairs on a specific date, for a specific number of passengers of a particular passenger type. The request can be narrowed to request availability for a specific train number, and can include fares (where applicable) or just scheduled service.

Optional request information can include:

- Time / Time Window
- Time / Time Window for return journey
- Connecting cities / Number of connections
- Fare Types
- Discount or Promotional codes that may apply to the fare
- Client Preferences (class of service, sleeper cars)
- Maximum number of responses desired

The Availability Response message contains Train Availability for a station pair on a specific date. A set of Origin and Destination options is returned, each of which contains one or more (connecting) trains that serve the city pair. The message is intended to provide all the information necessary to bookers to make informed accurate selections prior to booking.

Each option may contain the following:

- Class codes for the class of service or amenities
- Special vendor comments for the city pair
- Whether or not seats can be selected
- On time percentage for the train
- Number and type of passengers
- Fare for each passenger type
- Total Fare for all passengers
- Currency

Because of the wide range of capabilities and requirements in various rail inventory management systems, a number of optional details that relate to the fare Rules and Restrictions may be returned.

8.1.1. Use Case: Request For Rail Schedule

This instance document describes a request for the Schedules (or Timetable) information for a journey between Glasgow and Marylebone via Birmingham arriving in Lincoln Marylebone 8 and 10 a.m. on 6th December 2003 and departing for the return journey between 10pm and midnight the same day. A maximum of 3 alternatives is required.

There should be no more than 1 changes of train and the response should include company GNER and exclude company Arriva.

8.1.1.1. Event: Request

Someone requests a timetable for the journey between Glasgow and Marylebone via Birmingham, to arrive in Lincoln Marylebone between 8 and 10 am on the 6th of December, and the departing information.

Parsed 2003A OTA_RailAvailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailAvailRQ TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
Version="1.000" MaxResponses="3" ResponseType="Schedules"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailAvailRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="22" ID="JQIR2004"/>
    </Source>
  </POS>
  <RailAvailInfo MaxChanges="1">
    <OriginDestinationInformation>
      <ArrivalDateTime WindowBefore="PT2H">2003-12-06T10:00:00</ArrivalDateTime>
      <OriginLocation LocationCode="GLC" CodeContext="CRS"/>
      <DestinationLocation LocationCode="MYB" CodeContext="CRS"/>
      <ConnectionLocations>
        <ConnectionLocation LocationCode="BHM" CodeContext="CRS" Inclusive="true"
PreferLevel="Preferred" ConnectionInfo="Via"/>
      </ConnectionLocations>
    </OriginDestinationInformation>
    <ReturnDateTime>
      <DepartureDateTime WindowAfter="PT2H">2003-12-06T22:00:00</DepartureDateTime>
    </ReturnDateTime>
    <RailPrefs>
      <OperatorPref CompanyShortName="GNER" PreferLevel="Preferred"/>
      <OperatorPref CompanyShortName="Arriva" PreferLevel="Unacceptable"/>
    </RailPrefs>
  </RailAvailInfo>
</OTA_RailAvailRQ>
```

8.1.1.2. Event: Response

The response comes back with the requested information.

Parsed 2003A OTA_RailAvailRS.xml

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

```

<OTA_RailAvailRS TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
Version="1.000" ResponseType="Schedules" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailAvailRS.xsd">
  <Success/>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow Central</OriginLocation>
      <DestinationLocation LocationCode="MYB"
CodeContext="CRS">Marylebone</DestinationLocation>
      <Journeys>
        <Journey RouteCode="10000">
          <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow
Central</OriginLocation>
          <DestinationLocation LocationCode="BHM" CodeContext="CRS">Birmingham
Central</DestinationLocation>
          <JourneySegments>
            <JourneySegment>
              <TrainSegment DepartureDateTime="2003-12-06T10:15:00"
ArrivalDateTime="2003-12-06T14:15:00" StopQuantity="5" CrossBorder="false" SeatAssignable="true">
                <DepartureStation>
                  <Details LocationCode="GLC" CodeContext="CRS"
Staffed="true">Glasgow Central</Details>
                  <OperationSchedules>
                    <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
23T00:00:00">
                      <OperationTimes>
                        <OperationTime Mon="true" Tue="true" Weds="true"
Thur="true" Fri="true" Sat="true" Sun="true"/>
                      </OperationTimes>
                    </OperationSchedule>
                  </OperationSchedules>
                </DepartureStation>
                <ArrivalStation>
                  <Details LocationCode="BHM" CodeContext="CRS"
Staffed="true">Birmingham Central</Details>
                  <OperationSchedules>
                    <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
23T00:00:00">
                      <OperationTimes>
                        <OperationTime Mon="true" Tue="true" Weds="true"
Thur="true" Fri="true" Sat="true" Sun="true"/>
                      </OperationTimes>
                    </OperationSchedule>
                  </OperationSchedules>
                </ArrivalStation>
                <MarketingCompany CompanyShortName="GNER"/>
                <Equipment Code="EMU"/>
                <ClassCodes>
                  <ClassCode Code="2"/>
                </ClassCodes>
              </TrainSegment>
            </JourneySegment>
          </JourneySegments>
        </Journey>
      </Journeys>
    </OriginDestinationOption>
  </OriginDestinationOptions>
</OTA_RailAvailRS>

```

8.2. OTA_Rail Book RQ/RS

The Book Request message requests a Train Reservation on a specific rail service provider for travel between two or more stations on specific dates for a specific number and type of passengers in specific classes of service. The optional request information can include:

- Train number
- Departure date and time
- Seat Type, including the direction the seat faces
- Traveler name(s)
- Rate type
- Form of payment
- Delivery address

The Book Response message validates whether or not the booking was successful, provides warning information regarding the booking and itinerary elements including a rail reservation number or “PNR”.

8.2.1. Use Case: Rail Reservation Book Request

This instance document describes a request to book a reservation for a journey between Washington DC and Miami Florida 17 December 2003 on Train 91. A standard Y class has been selected for single traveler. The traveler is paying by an American Express credit card and appropriate personal information is given to complete the booking.

The response to the request is an indication of success, essentially echoing the RQ information for train and passenger information. Pricing information in this case indicates there is no tax for rail tickets.

Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the CodeContext.

8.2.1.1. Event: Request

The traveler sends a request to book a reservation, payment information is included.

Parsed 2003A

OTA_RailBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailBookRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailBookRQ.xsd"
EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.000"
SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us">
```

```

<POS>
  <Source>
    <RequestorID Type="22" ID="JQIR2004"/>
  </Source>
</POS>
<RailBookInfo>
  <OriginDestinationOptions>
    <OriginDestinationOption>
      <TrainSegments>
        <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91">
          <DepartureStation LocationCode="WAS" CodeContext="Amtrak"/>
          <ArrivalStation LocationCode="MIA" CodeContext="IATA"/>
          <ClassCode Code="Y" Quantity="1"/>
        </TrainSegment>
      </TrainSegments>
    </OriginDestinationOption>
  </OriginDestinationOptions>
  <TravelerNames>
    <TravelerName>
      <NamePrefix>Mr.</NamePrefix>
      <GivenName>Thomas</GivenName>
      <Surname>Krotchko</Surname>
    </TravelerName>
  </TravelerNames>
  <RateQualifier PromotionCode="123456"/>
  <Fulfillment>
    <DeliveryAddress>
      <AddressLine>508 Brighton</AddressLine>
      <CityName>Brookville</CityName>
      <PostalCode>22222</PostalCode>
      <StateProv StateCode="MD"/>
      <CountryName Code="US"/>
    </DeliveryAddress>
  </Fulfillment>
  <PaymentForm>
    <PaymentCard CardType="AMX" CardNumber="970000000000002" ExpireDate="0400">
      <CardHolderName>Thomas Krotchko</CardHolderName>
      <CardIssuerName BankID="American Express"/>
      <Address>
        <AddressLine>508 Brighton</AddressLine>
        <CityName>Brookville</CityName>
        <PostalCode>20833</PostalCode>
        <County>US</County>
        <StateProv StateCode="MD"/>
      </Address>
    </PaymentCard>
  </PaymentForm>
</RailBookInfo>
</OTA_RailBookRQ>

```

8.2.1.2. Event: Response

The response echoes back the request information with pricing, note, in this case, there is no tax.

Parsed 2003A OTA_RailBookRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailBookRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailBookRS.xsd">

```

```

<Success/>
<RailReservation>
  <BookingID Type="PNR" ID="134DA1"/>
  <Itinerary>
    <OriginandDestinations>
      <OriginandDestination>
        <OriginLocation LocationCode="WAS" CodeContext="AMTRAK"/>
        <DestinationLocation LocationCode="MIA" CodeContext="IATA"/>
        <TrainSegments>
          <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
ArrivalDateTime="2003-12-18T05:00:47-05:00" TrainNumber="91" StopQuantity="9"
JourneyDuration="P1Y2M3DT10H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="active"
TicketStatus="ticketed">
          <DepartureStation>
            <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
TicketPrinter="1" SST_Machine="1" USTimeZone="E"/>
            <Address>
              <AddressLine>60 Mass. Ave.</AddressLine>
              <CityName>Washington</CityName>
              <PostalCode>20002</PostalCode>
              <County>US</County>
              <StateProv StateCode="DC">Washington, DC</StateProv>
              <CountryName Code="US"/>
            </Address>
            <Telephone CountryAccessCode="001" AreaCityCode="800"
PhoneNumber="USA-RAIL"/>
          </DepartureStation>
          <ArrivalStation>
            <Details LocationCode="MIA" CodeContext="IATA" Staffed="1"
TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
            </ArrivalStation>
            <MarketingCompany CompanyShortName="Amtrak"/>
            <OperatingCompany CompanyShortName="Amtrak"/>
            <ClassCode ClassCode="Y" Quantity="1"/>
            <Comment Language="en-us">Questions Call 1-800-USA-RAIL</Comment>
          </TrainSegment>
        </TrainSegments>
      </OriginandDestination>
    </OriginandDestinations>
    <RailCharges CurrencyCode="DOL" DecimalPlaces="2">
      <Total AmountBeforeTax="345.22" AmountAfterTax="345.22" CurrencyCode="DOL"
DecimalPlaces="2">
        <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
          <Tax Type="Inclusive" Percent="0.01" Amount="0" CurrencyCode="DOL">
            <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-
05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-us">
              <Text Formatted="1" Language="en-us">No tax on rail or
accomodation</Text>
            </TaxDescription>
          </Tax>
        </Taxes>
      </Total>
    <Charges>
      <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
CurrencyCode="DOL">
        <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
          <Tax Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
CurrencyCode="DOL">
            <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-
17T09:30:47-05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" Language="en-us">
              <Text Formatted="1" Language="en-us"/>
            </TaxDescription>
          </Tax>
        </Taxes>
      </Charge>
    </Charges>
  </Itinerary>
</RailReservation>

```

```

        <Description ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-05:00"
CreatorID="STR" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-
us">
        <Text Formatted="1" Language="en-us">No refunds after train departure</Text>
        </Description>
        </Charge>
        </Charges>
        </RailCharges>
    </Itinerary>
    <TravelerNames>
        <TravelerName>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>Thomas</GivenName>
            <Surname>Krotchko</Surname>
        </TravelerName>
    </TravelerNames>
    <PaymentRules>
        <PaymentRule RuleType="0" Amount="345.22" CurrencyCode="DOL" Percent="0.01"
DateTime="2003-12-17T09:30:47-05:00" PaymentType="0">No refunds after train departure</PaymentRule>
    </PaymentRules>
    <Fulfillment>
        <DeliveryAddress>
            <AddressLine>508 Brighton</AddressLine>
            <CityName>Brookville</CityName>
            <PostalCode>22222</PostalCode>
            <County>US</County>
            <StateProv StateCode="MD"/>
            <CountryName Code="US"/>
        </DeliveryAddress>
        <Name>
            <NamePrefix>Mr.</NamePrefix>
            <GivenName>Thomas</GivenName>
            <Surname>Krotchko</Surname>
        </Name>
    </Fulfillment>
</RailReservation>
</OTA_RailBookRS>

```

8.3. OTA_Rail Retrieve RQ/RS

The Rail Retrieve response message is the response to OTA's generic Read Request for a previously booked itinerary. The response provides the booking, informs the requestor if the booking was successfully retrieved, and provides warning messages.

8.3.1. Use Case: Requesting Booking Information

This instance document describes a request to retrieve a booking (PNR) with the code 123CA2.

The response to the request is an indication of success, echoing the RS information originally provided in the RailBookingRQ

Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the CodeContext.

8.3.1.1. Event: Request

The request for booking information about 123CA2 is sent out.

Parsed 2003A OTA_RailRetrieveRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd"
TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.000" SequenceNmbr="1"
PrimaryLangID="en-us" AltLangID="en-us">
  <POS>
    <Source>
      <RequestorID Type="22" ID="JQIR2004"/>
    </Source>
  </POS>
  <UniqueID Type="0" Instance="1" ID="123CA2"/>
</OTA_ReadRQ>
```

8.3.1.2. Event: Response

The response to the request is an indication of success, echoing the RS information originally provided in the RailBookingRQ. Also included in the response is station information where available.

Parsed 2003A OTA_RailRetrieve RS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailRetrieveRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_RailRetrieveRS.xsd">
  <Success/>
  <RailReservation LastHoldDate="2003-12-20">
    <BookingID Type="0" ID="123CA2">
      <CompanyName CompanyShortName="Amtrak"/>
    </BookingID>
    <Itinerary>
      <OriginandDestinations>
        <OriginandDestination>
          <OriginLocation LocationCode="WAS" CodeContext="AMTRAK">Washington,
DC</OriginLocation>
          <DestinationLocation LocationCode="MIA" CodeContext="IATA">Miami,
Florida</DestinationLocation>
          <TrainSegments>
            <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
ArrivalDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91" StopQuantity="9"
JourneyDuration="P1Y2M3DT17H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="Active"
TicketStatus="Ticketed">
              <DepartureStation>
                <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
TicketPrinter="1" SST_Machine="1" USTimeZone="E">Washington, DC</Details>
                <Address>
                  <AddressLine>60 Mass Ave</AddressLine>
                  <CityName>Washington</CityName>
                  <PostalCode>20002</PostalCode>
                  <County>US</County>
                  <StateProv StateCode="DC"/>
                </Address>
              </TrainSegment>
            </TrainSegments>
          </OriginandDestination>
        </OriginandDestinations>
      </Itinerary>
    </RailReservation>
  </Success>
</OTA_RailRetrieveRS>
```

```

        <CountryName Code="US"/>
        </Address>
        <Telephone CountryAccessCode="001" AreaCityCode="800"
PhoneNumber="USA-RAIL"/>
        </DepartureStation>
        <ArrivalStation>
            <Details LocationCode="MA" CodeContext="IATA" Staffed="1"
TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
        </ArrivalStation>
        <MarketingCompany CompanyShortName="Amtrak"/>
        <OperatingCompany CompanyShortName="Amtrak"/>
        <ClassCode ClassCode="Y" Quantity="1"/>
        <Comment Language="en-us">Call 1-800-USA-RAIL for more
information</Comment>
    </TrainSegment>
</TrainSegments>
</OriginandDestination>
</OriginandDestinations>
<RailCharges CurrencyCode="DOL" DecimalPlaces="2">
    <Total AmountBeforeTax="352.22" AmountAfterTax="352.22" CurrencyCode="DOL"
DecimalPlaces="2"/>
    <Charges>
        <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"/>
    </Charges>
</RailCharges>
</Itinerary>
<TravelerNames>
    <TravelerName>
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Thomas</GivenName>
        <Surname>Krotchko</Surname>
    </TravelerName>
</TravelerNames>
<Fulfillment>
    <DeliveryAddress>
        <AddressLine>508 Brighton</AddressLine>
        <CityName>Brookville</CityName>
        <PostalCode>22222</PostalCode>
        <County>USA</County>
        <StateProv StateCode="MD"/>
        <CountryName Code="US"/>
    </DeliveryAddress>
    <Name>
        <NamePrefix>Mr.</NamePrefix>
        <GivenName>Thomas</GivenName>
        <Surname>Krotchko</Surname>
    </Name>
</Fulfillment>
</RailReservation>
</OTA_RailRetrieveRS>

```

Section 9—Loyalty Messages

Many companies in the travel industry offer loyalty programs. In the past, many companies managed their own loyalty programs, but now there are specialized companies whose sole business is to manage loyalty programs. This standard message set allows the travel industry to communicate with the loyalty industry. All currently defined verticals in the OTA can use this message set.

Within the loyalty services industry, certificates are frequently granted to consumers for use in purchasing products and/or services from participating businesses. These certificates can be given a variety of loyalty point values and can be issued in a variety of formats (e.g., electronic certificates, paper certificates).

9.1. OTA_Loyalty Account Create RQ; OTA_Loyalty AccountRS

The “LoyaltyAccountCreate” message set allows businesses to send enrolment information to their loyalty service provider to create a new account for one of their customers. This message pair is based on the profile structure (OTA_Profile.xsd) with extensions for information that pertains only to loyalty account creation. In the response message the newly created account information (e.g., membership ID) is returned.

9.1.1. Use Case: Enrollment to Loyalty Program

Customer A is checking in for a night stay at Hotel Z. While at the front desk, the customer requests that they be enrolled in the Hotel’s loyalty program. The desk clerk would have the ability to collect the required information from the customer and electronically send an OTA_LoyaltyAccountCreateRQ message to the loyalty service provider. In response, the new member number is returned to the clerk using the OTA_LoyaltyAccountRS message. The new member number can then be conveyed to the customer, and at checkout the current night stay can be credited to the customer’s loyalty account for point accumulation.

9.1.1.1. Event: Request

John T. Smith, a customer requests enrollment in the Hotel’s loyalty program for him and his wife, Cathy.

Parsed 2003A OTA_LoyaltyAccountCreateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountCreateRQ TimeStamp="2003-12-17T09:30:47-05:00" Version="1.000"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountCreateRQ.xsd">
  <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
      </PersonName>
    </MemberInfo>
  </AccountInfo>
</OTA_LoyaltyAccountCreateRQ>
```

```

        <MiddleName >T</MiddleName >
        <Surname>Smith</Surname >
    </PersonName >
    <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
    <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
    <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine >
        <AddressLine>Suite 22</AddressLine >
        <CityName >Akron</CityName >
        <PostalCode>23255</PostalCode >
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
    </Address >
    <Email EmailType="1">jsmith99@myserver.com</Email >
    <Email EmailType="2">jsmith@company.com</Email >
    <CompanyName >MyCompany</CompanyName >
    <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo >
</MemberInfo >
<MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
    <AdditionalReward MemberID="1234567">
        <Name >
            <GivenName >Cathy</GivenName >
            <Surname>Stevens-Smith</Surname >
        </Name >
    </AdditionalReward >
    <Offer Type="Partner">
        <Communication DistribType="0"/>
    </Offer >
    <Offer Type="Loyalty">
        <Communication DistribType="1"/>
    </Offer >
</MemberPreferences >
</AccountInfo >
    <Location LocationCode="524763"/>
</OTA_LoyaltyAccountCreateRQ >

```

9.1.1.2. Event: Response

The response comes back with a new customer number that can then be credited with his current stay.

Parsed 2003A OTA_LoyaltyAccountRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountRS Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountRS.xsd">
    <Success/>
    <UniqueID Type="1" ID="7653874T"/>
    <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
        <MemberInfo >
            <PersonName >
                <GivenName >John</GivenName >
                <MiddleName >T</MiddleName >
                <Surname>Smith</Surname >
            </PersonName >
            <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
            <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
            <Address Type="2">
                <AddressLine>1234 Main Street</AddressLine >
                <AddressLine>Suite 22</AddressLine >
                <CityName >Akron</CityName >
            </Address >
        </MemberInfo >
    </AccountInfo >
</OTA_LoyaltyAccountRS >

```

```

        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
    </Address>
    <Email EmailType="1">jsmith99@myserver.com</Email>
    <Email EmailType="2">jsmith@company.com</Email>
    <CompanyName>MyCompany</CompanyName>
    <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
</MemberInfo>
<MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
    <AdditionalReward MemberID="1234567">
        <Name>
            <GivenName>Cathy</GivenName>
            <Surname>Stevens-Smith</Surname>
        </Name>
    </AdditionalReward>
    <Offer Type="Partner">
        <Communication DistribType="0"/>
    </Offer>
    <Offer Type="Loyalty">
        <Communication DistribType="1"/>
    </Offer>
</MemberPreferences>
</AccountInfo>
</OTA_LoyaltyAccountRS>

```

9.2. OTA_Read RQ; OTA_Loyalty Account RS

This message set allows businesses to request from their loyalty service provider account information for customers enrolled in their loyalty program. The generic OTA_ReadRQ message is used to request the Loyalty account information. In response, the loyalty service provider returns a message containing the customers account information. The response is based on the OTA_Profile.xsd with extensions for the information that pertains specifically to the loyalty account.

9.2.1. Use Case: Read Loyalty Account Information Request

Customer A is checking in for a night stay at Hotel Z. While at the front desk, the customer has questions regarding their loyalty account information. The desk clerk would have the ability to request electronically the customer's loyalty account information from the loyalty service provider using the OTA_ReadRQ message. In response, the loyalty service provider would return an OTA_LoyaltyAccountRS message with the customers account information.

9.2.1.1. Event: Request

A desk clerk requests information about the status of the customers loyalty account.

Parsed 2003A OTA_ReadRQ.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd">
    <UniqueID Type="1" ID="T176309763"/>

```

</OTA_ReadRQ>

9.2.1.2. Event: Response

The service provider responds with the customer's account information.

Parsed 2003A OTA_LoyaltyAccountRS .xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyAccountRS Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyAccountRS.xsd">
  <Success/>
  <UniqueID Type="1" ID="7653874T"/>
  <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
      </PersonName>
      <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
      <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
      <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine>
        <AddressLine>Suite 22</AddressLine>
        <CityName>Akron</CityName>
        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
      </Address>
      <Email EmailType="1">jsmith99@myserver.com</Email>
      <Email EmailType="2">jsmith@company.com</Email>
      <CompanyName>MyCompany</CompanyName>
      <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
    </MemberInfo>
    <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
      <AdditionalReward MemberID="1234567">
        <Name>
          <GivenName>Cathy</GivenName>
          <Surname>Stevens-Smith</Surname>
        </Name>
      </AdditionalReward>
      <Offer Type="Partner">
        <Communication DistribType="0"/>
      </Offer>
      <Offer Type="Loyalty">
        <Communication DistribType="1"/>
      </Offer>
    </MemberPreferences>
  </AccountInfo>
</OTA_LoyaltyAccountRS>
```

9.3. OTA_Loyalty Certificate Create RQ/RS and OTA_Loyalty Certificate Create Notif RQ/RS

The “LoyaltyCertificateCreate” and “LoyaltyCertificateCreateNotif” message sets allows businesses to communicate with their loyalty service provider to generate redemption certificates for their customers. Whereas the “Create”

message pair is for on-line information exchange, the “CreateNotif” message pair is for batch “push” transmission.

9.3.1. Use Case: Use Points for an Extra Night Hotel

Customer A is checking in for a single night stay at Hotel Z. While at the front desk, the customer indicates that they would like to use points accumulated through the Hotel’s loyalty program to pay for the current night stay. Having verified that the customer has the required number of points for a free night stay (see LoyaltyPoints message set), the desk clerk can use the property management system to send an OTA_LoyaltyCertificateCreateRQ message to their loyalty service provider to generate a redemption certificate for the appropriate number of loyalty points. After deducting the requested number of points from the customers account and generating an electronic certificate, the loyalty service provider will respond with an OTA_LoyaltyCertificateCreateRS message verifying the creation of the certificate and enabling the hotel to store a reference to the certificate within their database.

9.3.1.1. Event: Request

Having verified that the customer has the required number of points for a free night stay (see LoyaltyPoints message set), the desk clerk can use the property management system to send an OTA_LoyaltyCertificateCreateRQ message to their loyalty service provider to generate a redemption certificate for the appropriate number of loyalty points.

Parsed 2003A OTA_LoyaltyCertificateCreateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRQ Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyCertificateCreateRQ.xsd">
  <Customer>
    <GivenName>John</GivenName>
    <MiddleName>T</MiddleName>
    <Surname>Smith</Surname>
  </Customer>
  <TravellInfos>
    <TravellInfo>
      <HotelStayInfo BrandCode="RA" HotelCityCode="RIC" HotelCodeContext="2">
        <RoomStayInfo Duration="P0Y0M3DT00H00M">
          <RoomType NumberOfUnits="1"/>
        </RoomStayInfo>
      </HotelStayInfo>
    </TravellInfo>
    <LoyaltyCertificateDetail MemberNumber="T176309763"/>
  </TravellInfos>
</OTA_LoyaltyCertificateCreateRQ>
```

9.3.1.2. Event: Response

After deducting the requested number of points from the customers account and generating an electronic certificate, the loyalty service provider will respond with an OTA_LoyaltyCertificateCreateRS message verifying the creation of the

certificate and enabling the hotel to store a reference to the certificate within their database.

Parsed 2003A OTA_LoyaltyCertificateCreateRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRS Version="1.000" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyCertificateCreateRS.xsd">
  <Success/>
  <LoyaltyCertificateDetail CertificateNumber="47458S"/>
</OTA_LoyaltyCertificateCreateRS>
```

9.4. OTA_LoyaltyCertificateRedemptionRQ/RS

The “LoyaltyCertificateRedemption” message set allows businesses to notify their loyalty service provider, or loyalty service providers to notify businesses, that a customer has redeemed an existing redemption certificate.

9.4.1. Use Case: Use Points for a Hotel Stay

Customer A is checking in for a single night stay at Hotel Z. While at the front desk, the customer indicates that they would like to use points accumulated through the Hotel’s loyalty program to pay for the current night stay. The desk clerk can use the property management system to send an OTA_LoyaltyCertificateRedemptionRQ message to their loyalty service provider to indicate that an existing certificate has been redeemed. After marking the certificate as redeemed within their internal accounting system, the loyalty service provider will respond with an OTA_LoyaltyCertificateRedemptionRS message verifying that the certificate has been redeemed.

9.4.1.1. Event: Request

The desk clerk can use the property management system to send an OTA_LoyaltyCertificateRedemptionRQ message to their loyalty service provider to indicate that an existing certificate has been redeemed

Parsed 2003A OTA_LoyaltyCertificateRedemptionRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateRedemptionRQ Version="1.000" TimeStamp="2003-10-13T09:30:47-05:00"
xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_LoyaltyCertificateRedemptionRQ.xsd">
  <RedemptionInfo>
    <RedemptionDetail CertificateNumber="47458S" MemberNumber="T176309763"/>
    <TravellInfos>
      <TravellInfo>
        <HotelStayInfo BrandCode="RA" HotelCode="524763">
          <ReservationID Type="1" ID="78694673"/>
          <RoomStayInfo Start="2003-10-13T00:00:00-05:00" Duration="P1D">
            <RoomType NumberOfUnits="2"/>
          </RoomStayInfo>
        </HotelStayInfo>
      </TravellInfo>
    </TravellInfos>
  </RedemptionInfo>
</OTA_LoyaltyCertificateRedemptionRQ>
```

```
    </TravelInfo>
  </TravelInfos>
</RedemptionInfo>
</OTA_LoyaltyCertificateRedemptionRQ>
```

9.4.1.2. Event: Response

The loyalty service provider will respond with an OTA_LoyaltyCertificateRedemptionRS message verifying that the certificate has been redeemed.

Parsed 2003A **OTA_LoyaltyCertificateRedemptionRS.xml**

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

Section 10 —Generic Messages

Although many messages are specific to a particular travel sub-domain (e.g., Air) other messages are generally applicable and may be used more broadly than on one domain-specific service. This section briefly describes the generic messages which offer opportunities for software reuse within implementations

10.1. OTA_Ping RQ/RS

The OTA Ping may be used for testing application connectivity, 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.

10.1.1. Use Case: Testing The Application For Connectivity

A client application wishes to determine if the receiving application is in a functioning condition by sending a Ping message and testing the response for the correct echoed data.

10.1.1.1. Event: Request

A test Ping message is sent, using “Are you there” as the test data.

Parsed 2003A OTA_PingRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PingRQ.xsd" TimeStamp="2003-03-17T11:09:47-05:00" Target="Production" Version="1.000"
SequenceNbr="1">
  <EchoData> Are you there </EchoData>
</OTA_PingRQ>
```

10.1.1.2. Event: Response

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

Parsed 2003A OTA_PingRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_PingRS.xsd" TimeStamp="2003-03-17T11:09:49-05:00" Target="Production" Version="1.000"
SequenceNbr="1">
  <Success/>
  <EchoData>Are you There</EchoData>
```

10.2. OTA_Cancel RQ/RS

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

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

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 along with the response.
- Ignored – indicates the request to cancel was rolled back, leaving the reservation intact.
- Canceled – indicates the cancellation is complete. A cancellation ID may be returned along with the response.

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

If the processing system determines that a cancellation policy has been invoked, it may choose to send back the OTA_CancelRS with the Status="Pending", accompanied by a collection of cancellation rules, allowing the originating party to determine if the cancellation should proceed. The originating system would then resend the OTA_CancelRQ. A CancelType="Ignore" would anticipate 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 "Yes" to process the cancellation. This message would anticipate the response of Status="Cancelled", along with the return of a Cancellation Id, that transaction would complete the

cancellation process. The cancel RQ is the same message in each case, with the CancelType attribute indicating the action to be taken on the request.

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

10.2.1. Use Case: Cancellation Request Is Sent

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.

10.2.1.1. Event: Request

The travel agent sends a cancel message that includes the travel agent system PNR locator and the airline PNR locator to the airline.

Parsed 2003A OTA_CancelRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_CancelRQ.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" CancelType="Initiate">
  <POS>
    <Source AgentSine="925832875" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
      <RequestorID Type="5" ID="925832875"/>
      <BookingChannel Type="1" Primary="1"/>
    </Source>
  </POS>
  <UniqueID Type="14" ID="7H39B4">
    <CompanyName CompanyShortName="1P" TravelSector="1"/>
  </UniqueID>
  <UniqueID Type="14" ID="X2A382">
    <CompanyName CompanyShortName="DL" TravelSector="1"/>
  </UniqueID>
</OTA_CancelRQ>
```

10.2.1.2. Event: Response

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

Parsed 2003A OTA_CancelRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_CancelRS.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" Status="Cancelled">
  <Success/>
  <UniqueID Type="14" ID="X2A382">
    <CompanyName CompanyShortName="DL" TravelSector="1"/>
  </UniqueID>
  <UniqueID Type="14" ID="7H39B4">
```

```
<CompanyName CompanyShortName="1P" TravelSector="1"/>
</UniqueID>
</OTA_CancelRS>
```

10.3. OTA_DeleteRQ/RS

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

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

Steps in the Delete operation may include:

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

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

10.3.1. Use Case: Deleting A Customer Profile

A travel agency has a customer who has traveled often in the past. A customer profile was created for the customer many years ago in order to facilitate her bookings. Since the customer primarily traveled on NW airlines, 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.

10.3.1.1. Event: Request

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

Parsed 2003A OTA_DeleteRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_DeleteRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
```

```

<UniqueID Type="1" ID="0507-12345"/>
<POS>
  <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
    <RequestorID Type="5" ID="248954"/>
    <BookingChannel Type="1" Primary="1"/>
  </Source>
</POS>
</OTA_DeleteRQ>

```

10.3.1.2. Event: Response

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

Parsed 2003A OTA_DeleteRS.xml

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_DeleteRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <Success/>
  <UniqueID Type="1" ID="0507-12345"/>
</OTA_DeleteRS>

```

10.4. OTA_UpdateRQ/RS

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

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

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

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

Because data to be modified may be stored in a database and not in an XML document format, it may not be possible to reconstruct the original document that transmitted the data. Therefore, it is RECOMMENDED that implementations

utilizing the partial update process perform a Read request to obtain the structure of the XML tree prior to constructing an Update request.

10.4.1. Use Case: Updating A Customer Profile

Ms. Sims works in the corporate travel office of XYZ Company. One of her responsibilities is to maintain in Worldspan's system, the profiles of the XYZ employees who travel on business. One of the employees no longer uses a PO Box and his zip code has changed. Ms. Sims needs to get this information changed in his customer profile.

10.4.1.1. Event: Request

Ms. Sims sends an update message to Worldspan requesting that the PO Box for the customer profile with the identification number of 0507-23456 be deleted and that the zip code be updated.

Parsed 2003A OTA_UpdateRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_UpdateRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <UniqueID Type="21" ID="0507-23456"/>
  <POS>
    <Source>
      <RequestorID Type="3" ID="349652">
        <CompanyName CompanyShortName="Worldspan"/>
      </RequestorID>
    </Source>
  </POS>
  <Position XPath="/Profile/Customer/Address/StreetNbr">
    <Attribute Operation="delete" Name="PO_Box"/>
  </Position>
  <Position XPath="/Profile/Customer/Address/PostalCode">
    <Element Operation="insert" Child="30067"/>
  </Position>
</OTA_UpdateRQ>
```

10.4.1.2. Event: Response

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

Parsed 2003A OTA_UpdateRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRS xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_UpdateRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <Success/>
  <UniqueID Type="21" ID="0507-23456"/>
```

</OTA_UpdateRS>

10.5. OTA_ReadRQ

The Read infrastructure action defines an operation that opens an existing record and transmits information contained in that record. The Read operation enables the user to identify a particular record and retrieve its entire contents. The basic operation has the following steps:

- Requestor queries the database where the record resides by sending a Read request message with the object's unique identifier
- Receiver returns the record to the requestor

The use of the OTA <UniqueId> element allows for a generalized read transaction message. With the object type specified via the *Type* attribute, the action type is identified within a general read request.

The response to the OTA_ReadRQ will vary based on the type of record requested. The following are examples of the type of records requested and the possible message response:

Airline reservation – OTA_AirBookRS
Package reservation – OTA_PkgBookRS
Profile – OTA_ProfileReadRS
Hotel reservation – OTA_HotelResRS
Rail reservation – OTA_RailRetrieveRS
Loyalty account – OTA_LoyaltyAccountRS
Insurance plan booking – OTA_InsuranceBookRS

10.5.1. Use Case: Read Request Is Sent

Minnie Mouse made an airline reservation through the electronic service provider BookNow to travel to Disney Land. She leaves tomorrow and she can't remember her flight number or what time the plane leaves. She sits down at her computer and types in her reservation id and also her name and phone number as verification information in order to get a display of her reservation.

10.5.1.1. Event: Request

BookNow uses a global distribution system for a booking engine and to house their reservation files so it sends a Read request message to the GDS.

Parsed 2003A OTA_ReadRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ReadRQ.xsd" EchoToken="5553429" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNbr="1">
  <POS>
    <Source PseudoCityCode="ATL" ISOCountry="US" ERSP_UserID="238940214">
```

```
<RequestorID Type="13" ID="29567">
  <CompanyName CompanyShortName ="BookNow "/>
</RequestorID>
<BookingChannel Type="7" Primary="1"/>
</Source>
</POS>
<ReadRequests>
  <ReadRequest>
    <UniqueID Type="14" ID="7H39B4">
      <CompanyName CompanyShortName ="DL"/>
    </UniqueID>
    <Verification>
      <PersonName>
        <GivenName >Minnie</GivenName >
        <Surname>Mouse</Surname >
      </PersonName >
      <TelephoneInfo PhoneTechType="1" CountryAccessCode="001" AreaCityCode="770"
PhoneNumber="563-2891" PhoneUseType="3"/>
    </Verification>
  </ReadRequest>
</ReadRequests>
</OTA_ReadRQ>
```

Section 11 —Profile

The Profile messages define the detailed business content of a customer profile from a travel industry perspective. This specification provides a set of common messages for transmitting customer profile data that customers provide to travel services to create these profiles, and for the exchange of profile information between travel services within the industry.

A profile includes basic information about a customer or a company for identification as well as financial transactions, memberships and contacts. The profile also defines collections of preferences for specific types of travel including key travel support services such as travel agencies and insurance. Profiles contain information about organizational affiliations, and identify certifications and alliances held by companies in their business relationships. No supplier pricing information is included, nor is data on the travel policies or requirements of an organization addressed in this specification.

11.1. OTA_Create Profile RQ/RS

Create messages define an operation that generates a new record with a unique identifier. The sequence follows these steps.

- Requestor sends a Create request along with the initial data, and optionally a unique identifier.
- Receiver creates a new record and assigns a unique identifier (e.g., a Profiler ID or Reservation ID)
- Receiver responds with a message providing a unique identifier for the new record created.

11.1.1. Use Case: Create Profile Request Is Sent

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.

11.1.1.1. Event: Request

The ABC Corporation sends a message to create a customer profile. This message includes name, birthdate, gender, phone numbers, address, loyalty program membership numbers, and credit card number and expiration date. Because Ms. Beaudry doesn't want this information shared with anyone else, the indicators for 'sharing' info are set to No.

```

<?xml version="1.0" encoding="UTF-8"?>
<OTA_ProfileCreateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_ProfileCreateRQ.xsd" EchoToken="452987" TimeStamp="2003-03-17T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNbr="1">
  <UniqueID Type="21" ID="4389-34587">
    <CompanyName CompanyShortName="ABC Corporation"/>
  </UniqueID>
  <Profile ShareAllSynchInd="No" ShareAllMarketInd="No" ProfileType="1" CreateDateTime="2003-03-17T09:30:47-05:00" CreatorID="73482" LastModifyDateTime="2003-03-17T09:30:47-05:00">
    <Accesses ShareSynchInd="No" ShareMarketInd="No" CreateDateTime="2003-03-17T09:30:47-05:00">
      <Access ActionType="Create" ActionDateTime="2003-03-17T09:30:47-05:00" ID="3452849"/>
    </Accesses>
    <Customer Gender="Female" Deceased="false" BirthDate="1949-06-03" CurrencyCode="USD"
DecimalPlaces="2">
      <PersonName ShareSynchInd="Inherit" ShareMarketInd="Inherit" NameType="0">
        <NamePrefix>Ms</NamePrefix>
        <GivenName>Delilah</GivenName>
        <MiddleName>Ann</MiddleName>
        <Surname>Beaudry</Surname>
      </PersonName>
      <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="1"
CountryAccessCode="001" AreaCityCode="770" PhoneNumber="563-2891" PhoneUseType="3"/>
      <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="5"
CountryAccessCode="001" AreaCityCode="404" PhoneNumber="933-0045" PhoneUseType="4"/>
      <Email>delilah@hotmail.com</Email>
      <Address FormattedInd="false" ShareSynchInd="Inherit" ShareMarketInd="Inherit" UseType="2">
        <StreetNmbr>2980 Elm Street</StreetNmbr>
        <CityName>Atlanta</CityName>
        <PostalCode>30067</PostalCode>
        <County>Cobb</County>
        <StateProv>GA</StateProv>
        <CountryName Code="US"/>
      </Address>
      <CitizenCountryName DefaultInd="true" Code="US"/>
      <PaymentForm ShareSynchInd="Inherit" ShareMarketInd="Inherit">
        <PaymentCard ShareSynchInd="Inherit" ShareMarketInd="Inherit" CardType="1"
CardCode="AX" CardNumber="832593235600" ExpireDate="0405">
          <CardHolderName>Delilah A. Beaudry</CardHolderName>
        </PaymentCard>
      </PaymentForm>
      <Document ShareSynchInd="Inherit" ShareMarketInd="Inherit" DocIssueAuthority="US"
DocIssueLocation="Miami, FL" DocID="34985769574" DocType="2" EffectiveDate="1995-02-05"
ExpireDate="2005-02-05">
        <DocHolderName>Delilah A. Beaudry</DocHolderName>
      </Document>
      <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="DL"
MembershipID="589038475" TravelSector="1" LoyalLevel="Gold" SingleVendorInd="Alliance"
SignupDate="1985-04-23" EffectiveDate="1985-04-23"/>
      <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="Avis"
MembershipID="458574943" TravelSector="2" SingleVendorInd="SingleVndr" SignupDate="1998-11-05"
EffectiveDate="1998-11-05"/>
      <EmployeeInfo>String</EmployeeInfo>
      <EmployeeInfo>String</EmployeeInfo>
    </Customer>
    <PrefCollections ShareSynchInd="Inherit" ShareMarketInd="Inherit">
      <PrefCollection ShareSynchInd="Inherit" ShareMarketInd="Inherit" TravelPurpose="1">
        <CommonPref ShareSynchInd="Inherit" ShareMarketInd="Inherit" SmokingAllowed="false"
PrimaryLangID="en-us" AltLangID="en-us">
          <PaymentFormPref PreferLevel="Preferred">Credit card</PaymentFormPref>
        </CommonPref>
      </PrefCollection>
    </PrefCollections>
  </Profile>
</OTA_ProfileCreateRQ>

```

```
    </PrefCollection>
  </PrefCollections>
</Profile>
</OTA_ProfileCreateRQ>
```

11.1.1.2. Event: Response

On successful creation of the profile, Worldspan responds with a unique id for Ms. Beaudry's profile.

Parsed 2003A OTA_ProfileCreateRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ProfileCreateRS xmlns="http://www.opentravel.org/OTA/2003/05"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
  OTA_ProfileCreateRS.xsd" EchoToken="45297" TimeStamp="2003-03-17T09:30:47-05:00"
  Target="Production" Version="1.000" SequenceNmbr="1">
  <Success/>
  <UniqueID Type="21" ID="542084">
    <CompanyName CompanyShortName="1P"/>
  </UniqueID>
</OTA_ProfileCreateRS>
```