

**HOTEL TECHNOLOGY
NEXT GENERATION**

BUSINESS PROCESS – RESERVATIONS



**HOTEL TECHNOLOGY – NEXT GENERATION
Property/Distribution Solution
Business Process – Reservations
Version 1.0**

FINAL

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PREFACE

Hotel Technology Next Generation (“HTNG”) is a nonprofit organization with global scope, formed in 2002 to facilitate the development of next-generation, customer-centric technologies to better meet the needs of the global hotel community. HTNG’s mission is to provide leadership that will facilitate the creation of one (or more) industry solution set(s) for the lodging industry that:

- Are modeled around the customer and allow for a rich definition and distribution of hotel products, beyond simply sleeping rooms;
- Comprise best-of-breed software components from existing vendors, and enable vendors to collaboratively produce world-class software products encompassing all major areas of technology spending: hotel operations, telecommunications, in-room entertainment, customer information systems, and electronic distribution;
- Properly exploit and leverage a base system architecture that provides integration and interoperability through messaging; and that provides security, redundancy, and high availability;
- Target the needs of hotel companies up to several hundred properties, that are too small to solve the issues themselves;
- Will reduce technology management cost and complexity while improving reliability and scalability; and
- Can be deployed globally, managed remotely, and outsourced to service providers where needed.

In June 2005, HTNG announced the first-ever “Branding and Certification Program” for hotel technology. This program will enable vendors to certify their products against open HTNG specifications, and to use the "HTNG Certified" logo in their advertising and collateral materials. It will enable hotels to determine which vendors have completed certification of their products against which specific capabilities, and the environments in which performance is certified. HTNG’s vision is to achieve a flexible technical environment that will allow multiple vendors’ systems to interoperate and that will facilitate vendor alliances and the consolidation of applications, in order to provide hotels with easily managed, continually evolving, cost-effective solutions to meet their complete technology needs on a global basis.

1.0 INTRODUCTION

1.1 Purpose

This document defines the Hotel Technology Next Generation (“HTNG”) Business Process for Reservation Messages for Property Distribution based on the OpenTravel Alliance (“OTA”) specifications published by this organization.

1.2 Scope

This document defines minimum requirements and expected behavior of a participating system to assist in the partner certification exercise.

1.3 Overview

Partners will be responsible for creating their own Quality Assurance Test Scripts. The intent of the HTNG usage profiles is to recommend a minimum common denominator and clarify what fields should be used to transfer the data required. The main aim is to avoid having to pass the same information in more than one field, thus avoiding confusion.

Trading partners may agree prior to implementation to use additional fields for data not covered in the usage profile, including TPA extensions as per the OTA specifications schema.

1.4 References

The following documents are referenced in this document:

1. The OTA Specifications, published twice yearly and available at <http://www.opentravel.org/>
2. HTNG Usage Profile – Reservations version 1.0.1 available at <http://www.htng.org>

2.0 RESERVATION PROCESSING

Reservations can be managed centrally in the CRS or at the hotel level by the Property Management Systems or even through any of the other distribution channels. Each of these systems need to be able to process the reservation seamlessly, with each having the same inventory image.

Prior to processing a reservation, the receiving system will need to have the ability to

- Setup of code translation table and defaults as necessary

The scope of the initial reservation capabilities will be for the add, modify, and cancel of reservations.

2.1 Behavior Expected from the Originating System upon a Reservation Creation or Change

- Update and display of the reservation
- Provision of all fields classed as mandatory in the HTNG Reservation Usage Profile
- Creation and validation of the XML contained in the HotelResNotifRQ/RS
- Keep a log of the message transmitted
- Ensure proper processing of the response message

2.2 Behavior Expected upon Receipt of the Response Message

Once the XML has been processed by the receiving system, a response message will be sent back to the originating system. The originating system will need to perform the following:

- Keep a log of the response message received
- Be able to evaluate error responses coming from the receiving system
- Be able to evaluate warning messages contained in the responses from the receiving system
- React to error responses as needed, by modifying the XML and retransmitting if possible

2.3 Behavior expected from the Receiving system upon a Reservation creation or change

- Receive and validate the reservation message
- Extract reservation message detail and validate coded fields with master table
- If translation is necessary, translate data fields using pre-established conversion tables
- Ensure that a successful response message is generated and transmitted
- If errors were encountered but the message was still processed, verify that the response message contains the appropriate warnings

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- Ensure that the successful response message contains the correct HotelReservationID_ResID_Value
- Update of room inventory based on information received in the Reservation XML
- Update of reservation information
- Update attached profiles information

3.0 MANDATORY RESERVATION ELEMENTS

These Reservation Message Element have been deemed mandatory by HTNG and support of these are mandatory for all partners.

- ResStatus
- Version
- TimeStamp
- RequestorID
- BookingChannel
- CreatorID
- CreatorDateTime
- UniqueID
- RoomTypeCode
- NumberOfUnits
- RatePlanCode
- Rate
- RateCurrency Code
- AgeQualifyingCode & Count
- Arrival Date
- Departure Date
- GuaranteeType
- StayAmountCurrencyCode
- HotelCode
- RPH
- ResGuestRPH
- Profiles UniqueID – Guest, Company & Travel Agent
- ProfileType

3.1 MANDATORY RESERVATION RELATED ELEMENTS

Inventory/Availability Update

- Date
- Room Type Code
- Number of room block

Handling of multiple rates in a reservation (i.e. rate changes)

Handling of multiple profiles on a reservations (e.g. travel agent, company)

Handling of membership/loyalty numbers on a reservation

Handling of group identifications numbers on reservations.

Handling of special requests on a reservation.

Handling of promotion codes.

Handling of reservations comments.

Handling of accompanying guest on the same reservation

Handling multiple guarantee methods (e.g. credit card, vouchers, advanced deposits).

Reservation Audit Tracking/Change Log

4.0 OPTIONAL FUNCTIONALITY

Matching profiles logic.

Sharer handling.

Acceptance of reservation with advanced deposit

5.0 USE OF TPA EXTENSIONS

Trading partners may agree prior to implementation to use additional fields for data not covered in the usage profile, including TPA extensions as per the OTA specifications schema. Use of any TPA extensions should be documented in the Certification Application.