



Product Specification

**Product Distribution
Version 2010A**

About HTNG

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.

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1 Introduction

This document defines the Hotel Technology Next Generation (“HTNG”) Product Specification for the Product Distribution Technical Specifications 2010A.

The following documents are referenced in this document:

1. HTNG Product Distribution Technical Specifications 2010A – available at <http://www.htng.org/specs/published.htm>
2. OTA Specifications, published twice yearly and available at <http://www.opentravel.org/>

2 Product Standard

2.1 Name

Product Distribution

2.2 Label for "HTNG Certified" Certification Logo

Product Distribution 2010A

When the "HTNG Certified" certification logo, along with this label, is used on, or in relation to, a product registered as conformant to this Product Specification, it must be accompanied by an attribution in the form defined in the HTNG Certification Program Trademark License Agreement.

2.3 Description

The Product Specification requires conformance to one or more of the following HTNG specifications:

1. HTNG Product Distribution Usage Profile and Business Process– Reservations Version 2.3 available at <http://www.htng.org/specs/published.htm>
2. HTNG Product Distribution Usage Profile and Business Process – Availability Version 2.2 available at <http://www.htng.org/specs/published.htm>
3. HTNG Product Distribution Usage Profile and Business Process – Statistics Version 2.0 available at <http://www.htng.org/specs/published.htm>
4. HTNG Product Distribution Usage Profile and Business Process – Groups Version 1.1 available at <http://www.htng.org/specs/published.htm>
5. HTNG Product Distribution Usage Profile and Business Process – Rates Version 1.2 available at <http://www.htng.org/specs/published.htm>
6. HTNG Product Distribution Usage Profile and Business Process – Inventory Version 1.0 available at <http://www.htng.org/specs/published.htm>
7. HTNG Product Distribution Usage Profile and Business Process – Seamless Shop/Book Version 1.0 available at <http://www.htng.org/specs/published.htm>

The following roles have been identified for products conforming to this Product Specification:

- Reservation Broker
- Reservation Server
- Control System

The definition of these roles and other relevant roles are reported below:

Guest: A person who purchases accommodations, goods, and service from a hotel. This person interacts with the Reservation Agent.

Reservation Agent: A person or system that assists the guest in requesting hotel accommodations and the reporting of the subsequent result of such request in the form of reservation confirmation (if successful). The Reservation Agent interacts with the Reservation Broker. Example: person or web page.

Reservation Broker: A system that receives reservation requests and responds to the booking request based on its Non-Seamless image of inventory. It interacts with the Reservation Agent, the Reservation Server and/or Control System. Example: OTA with allocated inventory, CRS, Group Reservation System.

Reservation Server: A system that controls inventory for a hotel and is thus able to determine whether to accept reservation requests based on what has been uploaded from the Control System. Example: CRS/PMS.

Control System: A system that produces decisions (restrictions and overbooking) and controls (group status) for the Reservation Server and/or Reservation Broker. Decision data is based on information it receives from the Reservation Server system. It interacts with the Reservation Server and Reservation Broker. Example: RMS, Sales and Catering.

2.4 Conformance Requirements

A product may support any combination of Usage Profile and roles.

The conformance requirements for a product to achieve certification to this Product Specification are as follows:

1. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Usage Profile and Business Process – Reservations, Version 2.3, appropriate to the roles supported.
2. Implementation of the mandatory features and of behavior defined in the HTNG Product Distribution Usage Profile and Business Process – Availability, Version 2.2., appropriate to the roles supported.
3. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Business Process – Statistics, Version 2.0, appropriate to the roles supported.
4. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Business Process – Groups, Version 1.1, appropriate to the roles supported.
5. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Business Process – Rates, Version 1.2, appropriate to the roles supported.
6. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Business Process – Inventory, Version 1.0, appropriate to the roles supported.
7. Implementation of the mandatory features and of the behavior defined in the HTNG Product Distribution Business Process – Seamless Shop/Book, Version 1.0, appropriate to the roles supported.
8. Document the optional features supported.
9. Document any TPA extensions supported.
10. Document the communications types supported. At least one of the options must be supported.

2.5 Operational Environment

Not applicable.

2.6 Portability Environment

Not applicable.

2.7 Overriding Standards

None.

2.8 Indicators of Compliance

None. There is no test suite defined for this Product Specification.

2.9 Migration

Reservation v2.3 extends v2.2 but has introduced some enhancements which may require minor compatibility changes to the prior version. The primary change is in the addition of /HotelReservation/@ResStatus to indicate the status of the message. Additionally multiple ResGuests are now allowed to be sent in the message. The intent to do so existed in earlier implementation but now has been formally implemented. Finally, a number of inadvertent deviations from the OpenTravel Schema have been fixed.

High level changes follows:

- 1) Additional Customer Loyalty Attributes
- 2) Comments added to Cancel message
- 3) Added /HotelReservation / @ResStatus to work in conjunction with OTA_HotelResNotif/@ResStatus

	Commit	Modify	Cancel
Reserved	X	X	
Cancelled			X
Waitlisted	X	X	
No-show		X	X
In-house	X	X	
Checked-out		X	

- 4) Added Tax to Base
- 5) Multiple Res Guests
- 6) Multiple ResGuest/UniqueID
- 7) Support for additional HotelReservationID (34 - Master itinerary)

Rates 1.2 extends v1.1 and is backwards compatible

New usage profiles have been created for Inventory (push and pull) and Seamless Shop/Book. Since the messages are new, there should be no migration issues associated with implementing them. Inventory messages are based on the OpenTravel 2010A schemas. Other messages are backwards compatible to OpenTravel 2009A schema.