HTNG Web Services
Product Specification

Version 2013A
About HTNG

Hotel Technology Next Generation (HTNG) is a non-profit association with a mission to foster, through collaboration and partnership, the development of next-generation systems and solutions that will enable hoteliers and their technology vendors to do business globally in the 21st century. HTNG is recognized as the leading voice of the global hotel community, articulating the technology requirements of hotel companies of all sizes to the vendor community. HTNG facilitate the development of technology models for hospitality that will foster innovation, improve the guest experience, increase the effectiveness and efficiency of hotels, and create a healthy ecosystem of technology suppliers.

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# 1 Introduction

This document defines the Hotel Technology Next Generation (“HTNG”) Product Specification for all HTNG Web Service-based technical specifications.

The following HTNG documents are referenced in this document and can be found at http://collaboration.htng.org/specs/:

1. HTNG Back Office Integration Travel Agent Commissions Specification 2011B – Version 1.0
2. HTNG Customer Profile Specification 2013A – Version 3.0
3. HTNG Digital Signage Specification 2012A – Version 1.1
4. HTNG Distribution Content Management Specification 2009B – Version 1.0
5. HTNG Folio Detail Exchange Specification 2013A – Version 1.1
7. HTNG Guest Self Service Specification 2012A – Version 1.0.6
8. HTNG Hosted Payment Capture Systems Specification 2012A – Version 1.0
9. HTNG Intelligent Guest Room Specification 2013A – Version 2.0
10. HTNG Kiosk Integration Specifications 2010B – Version 2.0
11. HTNG Open Data eXchange Query Specification 2010B – Version 1.0
15. HTNG Product Distribution Specifications 2013A
17. HTNG Property Web Services Specifications 2009B

The following ancillary documents are also referenced in some of the technical specifications:

1. WS-I Basic Profile 1.0 – available at http://www.ws-i.org
5. OpenTravel Alliance Specifications – available at http://www.opentravel.org
2 Product Standard

2.1 Name
HTNG Web Services

2.2 Label for “HTNG Certified” Certification Logo
HTNG Web Services 2013A

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
This Product Specification references all HTNG Web Service-based technical specifications that are part of the HTNG Certification Program and describes the externally observable behavior of a given product. The detailed requirements to achieve conformance are outlined below.

2.4 Conformance Requirements
This Product Specification requires conformance to at least one of the following specifications:

1. HTNG Distribution Content Management Specification 2009B – Version 1.0
2. HTNG Kiosk Integration Specification 2010B – Version 2.0
5. HTNG Product Distribution Specifications 2013A – Part 1: Reservations, Version 2.8
7. HTNG Product Distribution Specifications 2013A – Part 3: Groups, Version 1.2
9. HTNG Product Distribution Specifications 2013A – Part 5: Inventory, Version 1.0
14. HTNG Property Web Services Specifications 2009B – Part 7: Food and Beverage Ordering, Version 1.0

In addition, the following specifications require conformance to the Web Services Framework Version 2.1.1 specification:

1. HTNG Back Office Integration Travel Agent Commissions Specification 2011B – Version 1.0
2. HTNG Customer Profile Specification 2013A – Version 3.0
3. HTNG Digital Signage Specification 2012A – Version 1.1
4. HTNG Folio Detail Exchange Specification 2013A – Version 1.1
5. HTNG Guest & Room Status Messaging Specifications 2011B – Version 2.0
6. HTNG Guest Self Service Specification 2012A – Version 1.0.6
7. HTNG Hosted Payment Capture Systems Specification 2012A – Version 1.0
8. HTNG Intelligent Guest Room Specification 2013A – Version 2.0
9. HTNG Open Data eXchange Query Specification 2010B – Version 1.0
10. HTNG Point of Sale Specification 2013A – Version 2.0
12. HTNG Property Web Services Specifications 2009B – Part 4: Open Data eXchange Basic, Version 1.4.2
13. HTNG Property Web Services Specifications 2009B – Part 7: Food and Beverage Ordering, Version 1.0

The above documents are all available at http://collaboration.htng.org/specs/.
2.4.1 **HTNG Distribution Content Management Specification 2009B – Version 1.0**
The Distribution Content Management specification defines roles:

Publisher
Subscriber

Conformance to the Distribution Content Management technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.2 **HTNG Kiosk Integration Specification 2010B – Version 2.0**
The Kiosk Integration specification defines roles:

Kiosk Application
PMS Application

Conformance to the Kiosk Integration technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.3 **HTNG Payment Systems & Data Security Data Proxy Specification 2010A – Version 1.1**
The Data Proxy technical specification defines roles:

Business Logic System
Proxy Vault

Conformance to the Data Proxy technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.4 **HTNG Payment Systems & Data Security Payment Processing Specification 2010B – Version 2.0**
The Payment Processing specification defines roles:

Business Logic System
Payment Processing System

Conformance to the Payment Processing technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.5 **HTNG Product Distribution Specifications 2013A – Part 1: Reservations, Version 2.8**
The Product Distribution technical specification defines roles:

Reservation Broker
Reservation Server

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.6 **HTNG Product Distribution Specifications 2013A – Part 2: Statistics, Version 2.0**
The Product Distribution technical specification defines roles:

Reservation Broker
Reservation Server
Control System

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.
2.4.7 **HTNG Product Distribution Specifications 2013A – Part 3: Groups, Version 1.2**

The Product Distribution technical specification defines roles:

- Reservation Broker
- Reservation Server
- Control System

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.8 **HTNG Product Distribution Specifications 2013A – Part 4: Rates, Version 1.5**

The Product Distribution technical specification defines roles:

- Reservation Broker
- Reservation Server
- Control System

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.9 **HTNG Product Distribution Specifications 2013A – Part 5: Inventory, Version 1.0**

The Product Distribution technical specification defines roles:

- Reservation Broker
- Reservation Server

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.10 **HTNG Product Distribution Specifications 2013A – Part 6: Seamless Shop/Book, Version 2.1**

The Product Distribution technical specification defines roles:

- Reservation Broker
- Reservation Server

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.11 **HTNG Product Distribution Availability Specification 2013A – Version 3.0**

The Product Distribution technical specification defines roles:

- Availability Publisher
- Availability Subscriber
- Availability Requester
- Availability Responder
- Availability Control System

Conformance to the Product Distribution technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.


Conformance to the Web Services Framework Version 2.1.1 technical specification requires the implementation of all mandatory features. Optional features must be documented if implemented.

The list of HTNG Web Services technical specifications that may be referenced to demonstrate conformance can be found here: [http://collaboration.htng.org/specs/](http://collaboration.htng.org/specs/).
The HTNG specified Web Services and proprietary services must be identified and evidence of a successful implementation must be provided in one of three ways:

1. By identifying another implementation with which the product has successfully interoperated.
2. By providing a report of successful internal testing.
3. By providing other evidence of a successful implementation.

At least one Web Service must be cited. Details of proprietary systems cited must be provided.

For each Web Service supported, up to six possible supporting documents may be provided, three of which are mandatory. For HTNG specified services, a fourth document is mandatory – a reference to the HTNG specification.

The communication styles supported must be documented. At least one of the communications styles listed must be supported.

2.4.13  **HTNG Property Web Services Specifications 2009B – Part 5: Back Office Integration, Version 2.0**

The Back Office Integration specification defines roles:

- Accounting System
- Budgeting System
- Revenue Capturing System

Conformance to the Back Office Integration technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.14  **HTNG Back Office Integration Travel Agent Commissions Specification 2011B – Version 1.0**

The Back Office Integration Travel Agent Commissions Specification defines roles:

- Commission Calculation Server
- Commission Payment Server

Conformance to the Back Office Integration Travel Agent Commissions technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.15  **HTNG Customer Profile Specification 2013A – Version 3.0**

The Customer Profile specification defines roles:

- Customer Profile Responder
- Customer Profile Requester
- Customer Profile Subscriber
- Customer Profile Publisher
- Customer Loyalty Responder
- Customer Loyalty Requester
- Service Recovery Requester
- Service Recovery Responder
- Service Recovery Subscriber
- Service Recovery Publisher
- Stay History Requester
- Stay History Responder

Conformance to the Customer Profile technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.16  **HTNG Digital Signage Specification 2012A – Version 1.1**

The Digital Signage Specification defines roles:

- Event Information Display Manager
- Event and Meeting Space Manager
Conformance to the Digital Signage technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

### 2.4.17 HTNG Folio Detail Exchange Specification 2013A – Version 1.1

The Folio Detail Exchange specification defines roles:

- Folio Detail Producer
- Folio Detail Consumer

Conformance to the Folio Detail Exchange technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

### 2.4.18 HTNG Guest & Room Status Messaging Specification 2011B – Version 2.0

The Guest & Room Status Messaging specification defines roles:

- Room Stay Information Provider
- Room Stay Information Consumer
- Wakeup Notification Provider
- Wakeup Notification Consumer
- Restriction Notification Provider
- Restriction Notification Consumer
- Room Status Search Provider
- Room Status Search Consumer
- Message Waiting Provider
- Message Waiting Consumer
- Room Status Information Provider
- Room Status Information Consumer

Conformance to the Guest & Room Status Messaging technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

### 2.4.19 HTNG Guest Self Service Specification 2012A – Version 1.0.6

The Guest Self Service specification defines roles:

- Self Service Frontend
- Services Scheduling System

Conformance to the Guest Self Service technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

### 2.4.20 HTNG Hosted Payment Capture Systems Specification 2012A – Version 1.0

The Hosted Payment Capture Systems specification defines roles:

- Hosted Payment System
- Hotel Content Publisher
- Hotel Web Site

Conformance to the Hosted Payment Capture Systems technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

### 2.4.21 HTNG Intelligent Guest Room Specification 2013A – Version 2.0

The Intelligent Guest Room specification defines roles:

- Hotel Information System
Intelligent Guest Room System
Room Status Publisher
Room Status Subscriber
Device Registration Requester
Device Registration Responder
Device Discovery Requester
Device Discovery Responder

Conformance to the Intelligent Guest Room technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.22 HTNG Open Data eXchange Query Specification 2010B – Version 1.0
The Open Data eXchange Query specification defines roles:

Requesting System
Provider System

Conformance to the Open Data eXchange Query technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.23 HTNG Point of Sale Specification 2013A – Version 2.0
The Point of Sale specification defines roles:

Account Lookup Requester
Account Lookup Responder
Account Posting Requester
Account Posting Responder
Check Detail Lookup Requester
Check Detail Lookup Responder
Point of Sale Check Detail Lookup Requestor
Point of Sale Check Detail Lookup Responder
Cache Holder
Data Source Provider
Offline Status Publisher
Offline Status Subscriber

Conformance to the Point of Sale technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.24 HTNG Property Web Services Specifications 2009B – Part 2: Single Guest Itinerary, Version 2.2.1
The Single Guest Itinerary specification defines roles:

Activity Reservation System
Accommodation Reservation System
Posting System
Folio System
Customer Profile System
Itinerary Consolidation System
Itinerary Display System

Conformance to the Single Guest Itinerary technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.25 HTNG Property Web Services Specifications 2009B – Part 4: Open Data eXchange Basic, Version 1.4.2
The Open Data eXchange Basic specification defines roles:

Data Receiver
Data Sender

Conformance to the Open Data eXchange technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.26 HTNG Property Web Services Specifications 2009B – Part 7: Food and Beverage Ordering, Version 1.0

The Food and Beverage Ordering specification defines roles:

- Device (Kiosk, Touch Screen, In-Room TV, IP Phone, etc)
- Food and Beverage POS System

Conformance to the Food and Beverage Ordering technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.4.27 HTNG Protocol & Message Transport Event Notification Specification 2011A – Version 1.0

The Event Notification Specification defines roles:

- Event Producer
- Event Consumer

Conformance to the Event Notification technical specification requires the support of at least one role, and all of the mandatory functions and messages appropriate to each role supported. All optional functions and messages must be documented.

2.5 Portability Environment

Not applicable.

2.6 Overriding Standards

None.

2.7 Indicators of Compliance

2.7.1 HTNG Property Web Services Specifications 2009B – Part 1: Web Services Framework, Version 2.1.1

Interoperability must be demonstrated by providing one of the following:

1. The name of other companies with whom you have successfully interoparated.
2. A test report from internal testing. These can be either a URL on your own website or as inline text.
3. Other evidence of a successful implementation.
2.8 Migration

The following technical specifications are unchanged from previous versions and will present no migration issues:

- HTNG Back Office Integration Travel Agent Commissions Specification 2011B – Version 1.0
- HTNG Digital Signage Specification 2012A – Version 1.1
- HTNG Distribution Content Management Specification 2009B – Version 1.0
- HTNG Guest & Room Status Messaging Specification 2011B – Version 2.0
- HTNG Guest Self Service Specification 2012A – Version 1.0.6
- HTNG Hosted Payment Capture Systems Specification 2012A – Version 1.0
- HTNG Kiosk Integration Specification 2010B – Version 2.0
- HTNG Open Data eXchange Query Specification 2010B – Version 1.0
- HTNG Property Web Services Specifications Version 2009B – Part 4: Open Data eXchange Basic, Version 1.4.2
- HTNG Property Web Services Specifications Version 2009B – Part 5: Back Office Integration, Version 2.0
- HTNG Property Web Services Specifications Version 2009B – Part 7: Food and Beverage Ordering, Version 1.0

The following technical specifications are modified from the previous release. Possible migration issues are described below.

2.8.1 HTNG Customer Profile Specification 2013A – Version 3.0
The specification now uses the HTNG_ProfileReadRS in favor of the OTA_ProfileReadRS to be able to support customer stay history. This change is not backward-compatible with previous versions.

2.8.2 HTNG Folio Detail Exchange Specification 2013A – Version 1.1
The hierarchy of the CustomerProfile and PayerProfile were recognized to accommodate the inclusion of profile IDs. This change is not backward-compatible with previous versions.

2.8.3 HTNG Intelligent Guest Room Specification 2013A – Version 2.0
There are no migration issues that the workgroup is aware of at the time of completion.

2.8.4 HTNG Point of Sale Specification 2013A – Version 2.0
There are no migration issues that the workgroup is aware of at the time of completion.

2.8.5 HTNG Product Distribution Specifications 2013A – Part 1: Reservations, Version 2.8
There are no migration issues that the workgroup is aware of at the time of completion.

There are no migration issues that the workgroup is aware of at the time of completion.

2.8.7 HTNG Product Distribution Specifications 2013A – Part 3: Groups, Version 1.2
There are no migration issues that the workgroup is aware of at the time of completion.

2.8.8 HTNG Product Distribution Specifications 2013A – Part 4: Rates, Version 1.5
There are no migration issues that the workgroup is aware of at the time of completion.

2.8.9 HTNG Product Distribution Specifications 2013A – Part 5: Inventory, Version 1.0
There are no migration issues that the workgroup is aware of at the time of completion.

There are no migration issues that the workgroup is aware of at the time of completion.

2.8.11 HTNG Product Distribution Availability Specification 2013A – Version 3.0
There are no migration issues that the workgroup is aware of at the time of completion.