Documentation

Deskline 3.0

Availability Interfaces

Version: 1.1.10

Changed by: Christoph Ebner

Last change: 22 September 2016

DESKLINE 3.0 AVAILABILITY INTERFACES

INDEX

GENERAL/INTRODUCTION

The Deskline 3.0 Availability Import is the successor of the Deskline 2.0 Import and is now the new Web Service to save availabilities without a GUI. This documentation should help developers to connect to Deskline 3.0 and provide examples on how to send data. In summary, we changed from using text-files to XML-files based on the Open Travel Alliance format for the function *OTA_HotelInvCountNotifRQ/RS*.

In addition, we also support **read access** to the availabilities of one hotel based on the *OTA_HotelInvCountRQ/RS* function. This is used by some companies either as a check if the data is still in sync or to prevent bookings in the external system if the room is no longer available in Deskline.

We are also able to push changes in availabilities in case of bookings or cancellations back to the external system with the *OTA_HotelResNotifyRQ/RS function*. And we provide the possibility to read reservations with the *OTA_ReadRQ* and response is *OTA_HotelResRS*.

Important: Interfaces must still be activated per Deskline customer so it's not a given that the availability interfaces will be available immediately for every hotel.

Important: As of 2010 feratel customers use both systems: Deskline 2.0 and Deskline 3.0; not every customer will be switching from DL2 to DL3 immediately so both systems will stay on the market for some time longer. It is therefore important to know, that the Deskline 3.0 Availability Import does not work with Deskline 2.0 (and the other way round). When requesting login data for a service provider it is therefore necessary to know the exact address of the hotel so we can send either the DL2 login data or the DL3 login data – given of course that a company supports both systems.

If you have any questions regarding the **D**eskline 3.0 **A**vailability **I**nterfaces please contact:

deskline.interface@feratel.com

feratel media technologies AG
Businesscenter Altes Parkhotel Villach
Moritschstraße 2/IV
A-9500 Villach
FN 72841w, LG Innsbruck
Phone: +43 4242 216565-0, Fax: +43 4242 216565-65
Internet: www.feratel.com

ACTIVATION PROCESS PER SERVICE PROVIDER

In order to use the interface, it must be activated for our customer. Our direct customers are not the hotels but the tourism destinations. So it is possible that the interface will not be available everywhere or at least not immediately because it has to be set up for the customer. If the interface is already set up and active only the mapping must be entered in order to be able to use the functionality. In the first step, the mapping will be entered by feratel, so please contact servicecenter@feratel.com with the details of the service provider (name, full address and contact information) and the suggested mapping for the existing services. If no mapping is sent to us or if the services are not known, we can send a mapping along with the list of services that already exist in Deskline.

Responsible for the different services and products that are assigned to one service provider are the tourist information and the service provider directly. If – for example - services are missing that the service provider wants to use with the availability import they first have to be created, either by the service provider or by the tourist office. Once the services/products are set up the mapping can be assigned.

TECHNICAL DESCRIPTION

XML files are the base for the availability import – all mandatory and optional values for requests are passed inside XML files and also the response will be a valid XML file. The format is taken from *OTA_HotelInvCountNotifRQ/RS* and *OTA_HotelResNotifRQ/RS* and implements a basic version of these functions. The chapters below will explain which elements and attributes are supported. A comprehensive OTA documentation is available on www.opentravel.org and a useful OpenTravel Model Viewer can be found here: http://adriatic.pilotfish-net.com/ota-modelviewer/. The web services for availabilities will work with SSL and support HttpSoap and HttpPost.

TARGET ADDRESS

The FTP accounts in Deskline 2.0 were given per customer/destination. Now that we do not use the FTP solution anymore we have a central web service for interfaces. Generally the web service will be available on the same URL for all customers. However as it was already the case in the past it could happen that some customers will have the hardware outside our central computer center. So it is better to be prepared and save the target address as a field that can be changed on demand.

- **Import:**
  - The target address for the live system is
    http://interface.deskline.net/OTA/ImportAvailability.asmx
  - WSDL: http://interface.deskline.net/OTA/ImportAvailability.asmx?WSDL
- **Read Availabilities:**
  - The target address for the live system is
    http://interface.deskline.net/OTA/ReadAvailability.asmx
  - WSDL: http://interface.deskline.net/OTA/ReadAvailability.asmx?WSDL
- **Read Reservations:**
  - The target address for the live system is
    http://interface.deskline.net/OTA/ReadReservations.asmx
  - WSDL: http://interface.deskline.net/OTA/ReadReservations.asmx?WSDL

The target address for the test-environment will be different *(interfacetest.deskline.net)*!

AUTHENTICATION

Every software-company will receive a unique code by which they are identified. This code must be transferred inside the OTA attribute AgentDutyCode and must not be visible to the hotels.

RESTRICTIONS

- We will not import or return availabilities that are more than 800 days in the future.
- It is not possible to change or read availabilities in the past.
- It is not possible to send or read availabilities for more than one hotel at the same time. Each request refers to exactly one HotelCode.

UPDATE INTERVAL

To optimize performance only changed availabilities should be sent rather than sending the whole calendar with every update. We reserve the right to limit the amount of daily updates possible in the future if we detect that more than just changed entries are sent or if the read-access is used excessively.

TEST ENVIRONMENT

A complete test environment is available and can be set up on demand.

MAPPING VALUES

To find the way from one room in the hotel software to a room in Deskline 3.0 we need certain mapping values, namely the hotel code and a room code per service. In Deskline 2.0 we relied on the internal mapping values which sometimes lead to problems. In Deskline 3.0 we add a new layer and rely on mutually agreed mapping values. These values can't be entered by the hotels themselves just yet so in the beginning this will be done by feratel.

The following rules apply to mapping values:

- Mapping values are needed for the hotel and for every service that should be imported.
    - Advance Information: there can also be other interfaces that can interact with **products**, not just services (a service in Deskline can consist of one *or several* products). Then these products will also need a distinctive mapping different from the service mapping.
    - For the push and pull interface of reservations: when sending data to an external system we need to know if the external system expects the service-mapping or the product mapping in our request.
- Mapping values must not exceed 16 characters (OTA restriction).
- Mapping values must not contain special characters, only A-Z and 0-9.
- A mapping value for a hotel can be assigned more than one time per company. So the same company can use "HTLSUN" as mapping value for two different objects. It is not recommended and every hotel should have a unique code but this is sometimes necessary for software companies if one service provider manages multiple objects.
- Mapping values per service must be unique for every Company+HotelCode combination. There can't be two services with the code "SR" inside one hotel code.

A few examples:

- A new value can be used, perhaps something that shortens the name but is distinctive enough to be the mapping for this hotel:

Hotel Sunshine	Hotel Software	Mapping	Deskline 3.0
Hotel Code	23742093	COSUN	AAAEDD2B-833C-4A7D-B1AB-C0386A437FAC
Single Room Code	23789423	COSUNSR	F79A02D3-8395-4456-BBF2-8B91D58C3AD6
Double Room Code	23467432	COSUNDR	48A6F1E0-6759-4744-AEA0-6A9D512596F4

Here an abbreviation is used (CO for company, SUN for Sunshine, SR for single room, DR for double room)

- Existing values of the external software can be used as long as they do not exceed 16 characters (OTA restriction). A hotel code must be assigned either way even if the hotel software has no hotel code on its own.

Hotel Sunshine	Hotel Software	Mapping	Deskline 3.0
Hotel Code		SUNSHINE	AAAEDD2B-833C-4A7D-B1AB-C0386A437FAC
Single Room Code	14	14	F79A02D3-8395-4456-BBF2-8B91D58C3AD6
Double Room Code	15	15	48A6F1E0-6759-4744-AEA0-6A9D512596F4

- A combination of characters and numbers is possible as the mapping code is a string:

Hotel Sunshine	Hotel Software	Mapping	Deskline 3.0
Hotel Code	23742093	SUN9020	AAAEDD2B-833C-4A7D-B1AB-C0386A437FAC
Single Room Code	23742093	SUN14	F79A02D3-8395-4456-BBF2-8B91D58C3AD6

Important: If no mapping is present and active for a hotel and the service for a company, the interfaces will not be accessible.

STRUCTURE OF A SERVICE PROVIDER WITH SERVICES AND PRODUCTS

A short overview how data regarding a service provider is entered and connected in Deskline 3.0: first, we have the service provider which is for example a hotel:

A service provider will have one or more categories, classifications, marketing groups, facilities and so on. Also, there are descriptions, documents, links, etc. - all information regarding the object itself, not about services or products.

Then there can be services for this object:

Name	Type	Town	Object code
the Schwartz-Inn	**Accommodation**	**Innsbruck**	**TP0815**
Triple room, shower or bath, toilet, no...	Accommodation		TRXTNOSMO
Single room, bath, toilet, superior	Accommodation		SRBTSUPER
Apartment, shower and bath, toilet, gro...	Accommodation		APYTGRFL

A service can be seen as a summary of physical rooms with the same properties:

This room can also have descriptions, documents, facilities – and availabilities. For example there can be 10 available rooms of this category on a given day and only 8 on another day or 0 on another day if all rooms of this type are occupied.

Based on one service there can be one or several products. Products are the units that can be booked by a customer. So it is possible to sell a service either as a regular room (triple room with shower or bath in this case) or as a special package or anything else the service provider can create. Restrictions about arrival/departure, min/max length of stay, min/max adults, min/max children and so on - including the prices - are all defined on the product level:

Or:

As soon as the service provider changes the availabilities for the service to 5, there are 5 units of the product "Triple room" or 5 units of the product "Weekend package for two" available. As soon as for example one weekend package is booked, the availability will be reduced and there are only 4 units of either product available. This way, a service provider can sell a room in multiple choices for the guest.

This information is important for the push interface: We can configure for every company if the service mapping or the product mapping is sent, depending on the needs of the hotel software.

LANDLORDS WITH MORE THAN ONE OBJECT

It is sometimes possible that one landlord manages multiple properties in Deskline 3.0, for example Hotel Sunshine **and** Hotel Lakeside with different inventory. In this case we still need the mapping values to be distinct for every object, only the hotel code can be shared.

We still need a hotel code for Hotel Sunshine (e.g. SUNSHINE) and one for Hotel Lakeside (e.g. LAKESIDE) but if it is actually the **same landlord**, then both hotels are allowed to share a HotelCode.

If the hotel software does not actually support multiple properties then we suggest saving two mapping values per room: the hotel code and the room code. This is just a suggestion and has to be considered if you want to support sending availabilities to Deskline 3.0 for more than one service provider.

AVAILABILITY IMPORT REQUEST FIELDS

- **Import:**
  - o The target address for the live system is
    http://interface.deskline.net/OTA/ImportAvailability.asmx
  - o WSDL: http://interface.deskline.net/OTA/ImportAvailability.asmx?WSDL

The target address for the test-environment will be different *(interfacetest.deskline.net)*!

The OTA implementation looks like this:

Request field	Description	Can be empty?	More than one possible?
POS → Source → AgentDutyCode	A unique code assigned from feratel to the external software-company sending availabilities. This is used to identify the sending company and will be unique per company. Must not be visible or known to the hotels!	☐	☐
Inventories	The element Inventories must only be present once. This means that it is only possible to send one request for one hotel at the time, not several hotels.	☐	☐
HotelCode	The attribute HotelCode contains the mapping value of the service provider.	☐	☐
Inventory	Container Element for the availabilities to import. Use one element of Inventory for every room and period.	☐	☑
StatusApplicationControl	For every Date/Service combination use one element of StatusApplicationControl. Important: Periods that are not part of the request will not be changed and keep their existing data.	☐	☐
Start	Date beginning with the first day to save availabilities for. Also availabilities for additional services at a specific time can be imported. Format than looks like this "2011-03-01T09:30:00"	☐	☐
End	The end date is not included when saving availabilities. So sending from "2010-04-05" to "2010-04-10" will save availabilities for the following dates: 2010-04-05, 2010-04-06, 2010-04-07, 2010-04-08, 2010-04-09 but not 2010-04-10. Exception: changing only one day will also work if the start and end dates are the same. If an availability for an additional service at a specific time is send e.g. Start "2011-03-01T09:30:00" and End "2011-03-11T09:30:00" than the availability of the additional service at start time 09:30 is set from first march to 11th of march.	☐	☐
InvCode	The attribute InvCode contains the mapping value of the service.	☐	☐
IsRoom	This is 1 per default and must not necessarily be transmitted.	☑	☐
RatePlanCode	**Important**: only for mapped products with their own availability for different sales channels. This won't usually be used but if you support different availabilities for different products this is the way to do it. More detailed explanation further below. Must not be used by default.	☐	☐
InvCounts	Container Element for InvCount	☐	☐
InvCount	Contains the availabilities to save for the date provided in the StatusApplicationControl element.	☐	☐
CountType	CountType is "2" for "definitive availability" by default and must not necessarily be transmitted.	☑	☐

	There are two special types possible in Deskline that were implemented with the following OTA codes: • CountType "7" is for "not available for sale" and can be used if the service provider uses this service for a certain period for his own. • CountType "9" is for "off market" and can be used to indicate if the hotel is closed for a certain period.		
Count	Only for CountType=2: The **absolute** number of availabilities to be saved for this service and period. Possible values: 0 – 999. If CountType is 7 or 9 the count will be ignored.	☐	☐

Note: There is no obligation to use CountType 7 and 9 if a service is not available, it just helps the tourist information to be able to tell the difference between being booked out, using rooms for own purposes or if the hotel is closed in general. Of course you can still send *CountType=2* and *Count=0* if such a difference is not supported.

INFORMATION ABOUT SALES CHANNELS (RATEPLANCODE)

Usually, availabilities are stored on the service level. However, a tourism destination can create any number of additional sales channels they need for their use. In most cases the availabilities are shared throughout the sales channels but for some marketing activities they can have their own availabilities for certain products. This would look like this in Deskline 3.0:

Most cases:

Settings for a fictional channel "Bike Week" with own availabilities for a product:

This means, that - for example – for the 31st of January 2011 there can be two different availabilities for one product: for the Standard/Internet sales channel the service can have the value "0" (not available) and for the "Bike Week" there can be a value of "1" (available). The tourism destination decides on the usage of these sales channels, there can be links on the homepage or they can be used solely for the back office (Deskline 3.0 ExpertClient).

The consequence of using Sales Channels is, that there is another mapping layer, namely the products. This mapping layer is also used for the price import.

Object	Mapping code
☐ the Schwartz-Inn	HOTC0
☐ Apartment, shower and bath, toilet, ground floor	AR
(tis 23456789) Ferienwohnung Haus zur Sonne	ARP

As soon as the attribute RatePlanCode is used, the import will automatically assume that the mapping code relates to a product and will try to find the right connection. The import will only work if the mapping is found, if the product is assigned to the sales channel in question and if the checkbox "Own availability" is checked.

If the hotelsoftware does not support this mapping layer the hotel can only create the regular availabilities that are shared throughout all products.

AVAILABILITY IMPORT REQUEST EXAMPLE

One hotel, two services:

```
<OTA_HotelInvCountNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
TimeStamp="2009-12-07T15:25:16" Target="Production" Version="1.0" PrimaryLangID="en">
<POS>
        <Source AgentDutyCode="a1b2c3d4e5" />
</POS>
<Inventories HotelCode="FR94393" >
        <Inventory>
                <StatusApplicationControl Start="2009-12-20" End="2010-01-01"
InvCode="FRTL257" IsRoom="1" />
                        <InvCounts>
                                <InvCount CountType="2" Count="0" />
                        </InvCounts>
        </Inventory>
        <Inventory>
                <StatusApplicationControl Start="2010-01-01" End="2010-12-31"
InvCode="FRTL257" IsRoom="1" />
                        <InvCounts>
                                <InvCount CountType="2" Count="10" />
                        </InvCounts>
        </Inventory>
        <Inventory>
                <StatusApplicationControl Start="2010-05-07" End="2010-08-12"
InvCode="FRTL945" IsRoom="1" />
                        <InvCounts>
                                <InvCount CountType="2" Count="2" />
                        </InvCounts>
        </Inventory>
</Inventories>
</OTA_HotelInvCountNotifRQ>
```

One service provider, one additional services at 09:30:00:

```
<OTA_HotelInvCountNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05"
TimeStamp="1980-01-01T15:25:16" Target="Production" Version="1.0" PrimaryLangID="en">
 <POS>
```

```
        <Source AgentDutyCode="FERATEL" />
      </POS>
      <Inventories HotelCode="SPTEST">
       <Inventory>
         <StatusApplicationControl Start="2011-03-01T09:30:00" End="2011-03-08T09:30:00"
InvCode="SPTESTAS" IsRoom="1" />
         <InvCounts>
          <InvCount CountType="2" Count="44" />
         </InvCounts>
       </Inventory>
      </Inventories>
    </OTA_HotelInvCountNotifRQ>
```

AVAILABILITY IMPORT RESPONSE EXAMPLE

Import successful:

```
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelInvCountNotifRS 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_HotelInvCountNotifRS.xsd" Version="1.000">
<Success />
</OTA_HotelInvCountNotifRS>
```

If the XML is not valid and can't be processed:

```
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelInvCountNotifRS 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_HotelInvCountNotifRS.xsd" Version="1.000">
<Errors>
        <Error Type="10" Language="en" Code="321" >Required field missing.<Errors>
</Errors>
</OTA_HotelInvCountNotifRS>
```

Other problems that do not immediately stop the interface from processing the request will result in warnings (**<Errors>** will become **<Warnings>**) according to the OTA Error Type List:

Error Code	Reason
104	Accommodation does not use availability. Setting in the Deskline 3.0 data if availabilities can be stored for a room or not.
135	End date is invalid (already passed or too far in the future)
136	Start date is invalid (already passed or too far in the future)
183	Agency suspended – access denied (interface deactivated or not allowed for the customer)
321	POS element is missing

321	AgentDutyCode is missing
321	Hotel Code is missing
321	Start/End Date missing in StatusApplicationControl
321	InvCode missing
375	Hotel not active (Deskline 3.0 setting if a hotel is active or not)
425	No match found for the mapping or the mapping is inactive (mapping can be entered and activated/deactivated)
497	Authorization error (company code not valid)

Sending availabilities more than 800 days in the future will result in a warning and only availabilities within the first 800 days will be imported.

READ AVAILABILITIES REQUEST FIELDS

- **Read Availabilities:**
  - The target address for the live system is
    http://interface.deskline.net/OTA/ReadAvailability.asmx
  - WSDL: http://interface.deskline.net/OTA/ReadAvailability.asmx?WSDL

The target address for the test-environment will be different *(interfacetest.deskline.net)*!

The OTA implementation looks like this:

Request field	Description	Can be empty?	More than one possible?
POS → Source → AgentDutyCode	A unique code assigned from feratel to the external software-company sending availabilities. This is used to identify the sending company and will be unique per company. Must not be visible or known to the hotels!	☐	☐
HotelInvCountRequests	The element HotelInvCountRequests can be present more than once but only for different time-spans in the same hotel. This means that it is only possible to send one request for one hotel at the time, not several hotels.	☐	☑
DateRange → Start	Date beginning with the first day to read availabilities for.	☐	☐
DateRange → End	The end date is not included when returning availabilities. So reading from "2010-04-05" to "2010-04-10" will return availabilities for the following dates: 2010-04-05, 2010-04-06, 2010-04-07, 2010-04-08, 2010-04-09 but not 2010-04-10. Exception: reading only one day will also work if the start and end dates are the same.	☐	☐
RoomTypeCandidates	It is possible to read the availabilities only for one service or for more than one service.	☐	☐
RoomTypeCandidate → RoomTypeCode	The attribute RoomTypeCode contains the mapping value of the service(s).	☐	☑
HotelRef → HotelCode	The attribute HotelCode contains the mapping value of the service provider.	☐	☐

READ AVAILABILITIES RESPONSE FIELDS

Note: days that are not available (Availability = 0) are not part of the response. The response will basically be the same file as the *OTA_HotelInvCountNotifRQ* message:

Request field	Description	Can be empty?	More than one possible?
Success/Warning/Errors	Reading availabilities is either successful or will return warnings or errors.	☐	☐
Inventories	The element Inventories will only be present once. This means that it is only possible to send one request for one hotel at the time, not several hotels.	☐	☐
HotelCode	The attribute HotelCode contains the mapping value of the service provider.	☐	☐
Inventory	Container Element for the availabilities. Uses one element of Inventory for every room and period.	☐	☑
StatusApplicationControl	For every Date/Service combination one element of StatusApplicationControl is used.	☐	☐
Start	Date beginning with the first day that availabilities are returned for.	☐	☐
End	The end date is not included when returning availabilities. So returning from "2010-04-05" to "2010-04-10" will mean that availabilities are saved for the following dates: 2010-04-05, 2010-04-06, 2010-04-07, 2010-04-08, 2010-04-09 but not 2010-04-10.	☐	☐
InvCode	The attribute InvCode contains the mapping value of the service.	☐	☐
InvCounts	Container Element for InvCount	☐	☐
InvCount	Contains the availabilities to save for the date provided in the StatusApplicationControl element.	☐	☐
CountType	CountType is "2" for "definitive availability" by default. There are two special types possible in Deskline that were implemented with the following OTA codes: • CountType "7" is for "not available for sale" and can be used if the service provider uses this service for a certain period for his own. • CountType "9" is for "off market" and can be used to indicate if the hotel is closed for a certain period.	☑	☐
Count	Only for CountType=2: The **absolute** number of availabilities that is saved for this service and period. Possible values: 0 – 999. If CountType is 7 or 9 the count will be 0.	☐	☐

READ AVAILABILITIES REQUEST EXAMPLE

One hotel, two services:

```
<?xml version="1.0" encoding="utf-8"?>
<OTA_HotelInvCountRQ 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_HotelInvCountRQ.xsd"
EchoToken="String" TimeStamp="2008-12-17T09:30:47" Target="Production" Version="1.000">
```

```xml
<POS>
        <Source AgentDutyCode="a1b2c3d4e5" />
</POS>
<HotelInvCountRequests>
        <HotelInvCountRequest >
                <DateRange Start="2010-05-01" End="2010-05-21"/>
                <RoomTypeCandidates>
                        <RoomTypeCandidate RoomTypeCode="FRTL257" />
                        <RoomTypeCandidate RoomTypeCode="FRTL945" />
                </RoomTypeCandidates>
                <HotelRef HotelCode="FR94393"/>
        </HotelInvCountRequest>
</HotelInvCountRequests>
</OTA_HotelInvCountRQ>
```

READ AVAILABILITIES RESPONSE EXAMPLE

Reading successful:

```xml
<?xml version="1.0" encoding="utf-8"?>
<OTA_HotelInvCountRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" Version="0"
xmlns="http://www.opentravel.org/OTA/2003/05">
  <Success />
  <Inventories HotelCode="FR94393">
        <Inventory>
                <StatusApplicationControl InvCode="FRTL257" Start="2010-05-01"
End="2010-05-06" />
                <InvCounts>
                        <InvCount Count="2" />
                </InvCounts>
        </Inventory>
        <Inventory>
                <StatusApplicationControl InvCode="FRTL257" Start="2010-05-06"
End="2010-05-10" />
                <InvCounts>
                        <InvCount Count="1" />
                </InvCounts>
        </Inventory>
        <Inventory>
                <StatusApplicationControl InvCode="FRTL257" Start="2010-05-10"
End="2010-05-11" />
                <InvCounts>
                        <InvCount Count="9" />
                </InvCounts>
        </Inventory>
        <Inventory>
                <StatusApplicationControl InvCode="FRTL257" Start="2010-05-11"
End="2010-05-15" />
                <InvCounts>
                        <InvCount Count="1" />
                </InvCounts>
        </Inventory>
```

```xml
                    <Inventory>
                        <StatusApplicationControl InvCode="FRTL257" Start="2010-05-15"
    End="2010-05-22" />
                        <InvCounts>
                            <InvCount Count="678" />
                        </InvCounts>
                    </Inventory>
                    <Inventory>
                        <StatusApplicationControl InvCode="FRTL945" Start="2010-05-01"
    End="2010-05-22" />
                        <InvCounts>
                            <InvCount Count="1" />
                        </InvCounts>
                    </Inventory>
            </Inventories>
        </OTA_HotelInvCountRS>
```

If the XML is not valid and can't be processed:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelInvCountNotifRS 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_HotelInvCountNotifRS.xsd" Version="1.000">
<Errors>
        <Error Type="10"  Language="en" Code="321" >Required field missing.<Errors>
</Errors>
</OTA_HotelInvCountNotifRS>
```

Other problems that do not immediately stop the interface from processing the request will result in warnings (**<Errors>** will become **<Warnings>**) according to the OTA Error Type List:

Error Code	Reason
104	Accommodation does not use availability. Setting in the Deskline 3.0 data if availabilities can be stored for a room or not.
183	Agency suspended – access denied (interface deactivated or not allowed for the customer)
321	POS element is missing
321	AgentDutyCode is missing
321	Hotel Code is missing
321	Start/End Date missing in StatusApplicationControl
321	InvCode missing
375	Hotel not active (Deskline 3.0 setting if a hotel is active or not)
425	No match found for the mapping or the mapping is inactive (mapping can be entered and activated/deactivated)
497	Authorization error (company code not valid)

Reading availabilities more than 800 days in the future will not result in a warning but only availabilities within the first 800 days will be returned.

PUSHING BOOKINGS BACK TO EXTERNAL SYSTEMS

Given that the products of a service provider are bookable it is possible that the availabilities that were previously imported are changed with a booking. In this case the push interface provides a function to send information about these changes back to the originating system, along with the guest contact data. The system will check for new transactions every 60 seconds and will send the new transactions, be it bookings or cancellations, to the external system if the external system supports this function.

Setup:

In order for the push to work the mapping has to be activated for every product that the service provider is selling. For every company we can set up the interface to send back the service mapping or the product mapping, depending on the needs of the external companies.

We also need a target destination where to send the push in form of an **httpPost** and the target destination has to be unique per PMS company. It is not possible to have a different target URL for every service provider.

For authentication we can also send the AgentDutyCode along with the mapping values, this has to be provided to us if it should be sent inside the OTA\POS\Source element.

Once the interface is set up and new transactions are made for a product, based on the transaction type we will send either one of these messages:

- **OTA_HotelResNotifRQ** - for new bookings.
- **OTA_HotelResModifyNotifRQ** - for modified bookings or for cancellations. In any case, the booking number should already be present in the external system when a booking is changed or cancelled. It is possible that for example the length of stay is changed for one booking, then there will be a new push message with the same booking number and the length of stay can be adapted by the external system rather than creating a new booking in the same room. This will help to avoid confusion/overlapping of bookings if they are actually the same guest.

About the calls from the interface:

Bookings will be grouped by hotel code and booking number. For one service provider there will be one message per booking. If two or more products of this hotel are booked, they are sent within the same message (in the *RoomStay* element). It is possible that the same product or the same service is added to a booking more than once. Depending on the shopping cart it is therefore also possible that the Service/Product will be inside one RoomStay or in several.

If a booking is changed in Deskline, all of the items will be sent again inside one message with the same booking number so the old information can be replaced with the new one.

PUSH REQUEST EXAMPLE

The requests that we send to the external system will be the following:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelResNotifRQ 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_HotelResNotifRQ.xsd" />
<POS>
 <Source AgentDutyCode="COMPANYCODE" />
</POS>
<HotelReservations>
 <HotelReservation ResStatus="Reserved" CreateDateTime="2012-11-26T13:45:00"
LastModifyDateTime="2012-11-26T13:45:00" ForcedSellIndicator="false">
  <RoomStays>
   <RoomStay>
    <RoomTypes>
    <!—When you are using Service Mapping as Information-->
     <RoomType RoomId="SERVICECODE" NumberOfUnits="1" />

    <!—When you are using Product Mapping as Information-->
     <RoomType RoomTypeCode=" SERVICECODE " RoomId="PRODUCTCODE" NumberOfUnits="1" />
    </RoomTypes>
    <RatePlans>
     <RatePlan>
      <MealsIncluded MealPlanCodes="12" />
     </RatePlan>
    </RatePlans>
    <GuestCounts IsPerRoom="true">
     <GuestCount AgeQualifyingCode="10" Count="2" />
     <GuestCount Age="2" Count="1" />
     <GuestCount Age="4" Count="1" />
    </GuestCounts>
    <TimeSpan Start="2010-10-18" End="2010-10-20" />
    <BasicPropertyInfo HotelCode="HOTELCODE"  />
    <Comments>
     <Comment>
      <Text>Text of the guest  for the service provider</Text>
     </Comment>
    </Comments>
     <DepositPayments>
      <GuaranteePayment>
       <AmountPercent Amount="93" CurrencyCode="EUR" />
       <Address AddresseeName="TestHotel" />
      </GuaranteePayment>
     </DepositPayments>
     <Total CurrencyCode="EUR" AmountAfterTax="123" AmountBeforeTax="120"  />
   </RoomStay>
  </RoomStays>
  <ResGuests>
   <ResGuest>
    <Profiles>
     <ProfileInfo>
      <Profile >
       <Customer>
        <PersonName>
         <NamePrefix>Mr.</NamePrefix>
         <GivenName>Max</GivenName>
         <Surname>Mustermann</Surname>
```

```xml
          </PersonName>
          <Telephone PhoneTechType="1" PhoneNumber="12345" />
          <Telephone PhoneTechType="3" PhoneNumber="12345-1" />
          <Email>a@b.cd</Email>
          <Address>
           <AddressLine>Teststr 1</AddressLine>
           <AddressLine>Adr. Line 2 (optional)</AddressLine>
           <CityName>Testing</CityName>
           <PostalCode>12345</PostalCode>
           <CountryName>AT</CountryName>
          </Address>
         </Customer>
        </Profile>
       </ProfileInfo>
      </Profiles>
      <Comments>
       <Comment Name="AccompaniedBy">
        <ListItem>John Doe</ListItem>
        <ListItem>Jane Doe</ListItem>
       </Comment>
      </Comments>
     </ResGuest>
    </ResGuests>
    <ResGlobalInfo>
     <HotelReservationIDs>
      <HotelReservationID ResID_Type="14" ResID_Value="7865" ResID_Source="Feratel Demo Destination"
ResID_SourceContext="Internet"/>
     </HotelReservationIDs>
    </ResGlobalInfo>
   </HotelReservation>
  </HotelReservations>
 </OTA_HotelResNotifRQ>
```

Modified booking/Cancellation:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyNotifRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" Version="0"
xmlns="http://www.opentravel.org/OTA/2003/05">
 <POS>
  <Source AgentDutyCode="COMPANYCODE" />
 </POS>
 <HotelResModifies>
  <HotelResModify ResStatus="Reserved" CreateDateTime="2012-11-26T13:45:00" LastModifyDateTime="2012-
11-26T13:45:00" ForcedSellIndicator="false">
   <RoomStays>
    <RoomStay>
     <RoomTypes>
     <!--When you are using Service Mapping as Information-->
      <RoomType RoomId="SERVICECODE" NumberOfUnits="1" />

     <!--When you are using Product Mapping as Information-->
      <RoomType RoomTypeCode=" SERVICECODE " RoomId="PRODUCTCODE" NumberOfUnits="1" />
     </RoomTypes>
    <RatePlans>
     <RatePlan>
       <MealsIncluded MealPlanCodes="12" />
```

```xml
        </RatePlan>
      </RatePlans>
      <GuestCounts IsPerRoom="true">
        <GuestCount AgeQualifyingCode="10" Count="2" />
      </GuestCounts>
      <TimeSpan Start="2010-09-30" End="2010-10-02" />
      <DepositPayments>
        <GuaranteePayment>
          <AmountPercent Amount="93" CurrencyCode="EUR" />
          <Address AddresseeName="TestHotel" />
        </GuaranteePayment>
      </DepositPayments>
      <Total AmountAfterTax="32.26" CurrencyCode="EUR" AmountBeforeTax="31.00" />
      <BasicPropertyInfo HotelCode="HOTCO" />
      <Comments>
        <Comment>
          <Text />
        </Comment>
      </Comments>
    </RoomStay>
  </RoomStays>
  <ResGuests>
    <ResGuest>
      <Profiles>
        <ProfileInfo>
          <Profile>
            <Customer Language="en">
              <PersonName>
                <NamePrefix>Herr</NamePrefix>
                <GivenName>Max</GivenName>
                <Surname>Mustermann</Surname>
              </PersonName>
              <Telephone PhoneTechType="1" PhoneNumber="0043123465789" />
              <Email>a@b.cd</Email>
              <Address>
                <AddressLine>test.</AddressLine>
                <AddressLine>test.</AddressLine>
                <CityName>Klagenfurt</CityName>
                <PostalCode>9020</PostalCode>
                <CountryName Code="AT" />
              </Address>
            </Customer>
          </Profile>
        </ProfileInfo>
      </Profiles>
    </ResGuest>
  </ResGuests>
  <ResGlobalInfo>
    <HotelReservationIDs>
      <HotelReservationID ResID_Type="14" ResID_Value="1846" ResID_Source="Feratel Demo Destination"
ResID_SourceContext="Internet" />
    </HotelReservationIDs>
  </ResGlobalInfo>
  </HotelResModify>
 </HotelResModifies>
</OTA_HotelResModifyNotifRQ>
```

Request XML explained:

Request field	Description	Can be empty?	More than one possible?
HotelResNotifRQ ⇔ HotelResModifyNotifRQ	HotelResNotifRQ will be used for new bookings, HotelResModifyNotifRQ will be used for changed or cancelled bookings.	☐	☐
POS → Source → AgentDutyCode	A unique code assigned from the external software-company to feratel who is sending the request. Must not be visible or known to the hotels!	☐	☐
HotelReservations / HotelResModifies	Collection of reservations. More than one possible according to OTA but feratel always sends one request per booking number. Attribute list: • ResStatus="Reserved" means Reservation; "Cancelled" means Cancellation; "Requested": There are two kinds of reservations possible in our system which has status Requested, but still they are reservations. One type is called "Booking on Request", this means the service provider is not directly bookable, but the guest makes reservations and after a defined number of hours (usually between 24 and 48 hours) the service provider has to confirm. In case of confirmation this booking is fixed. If service provider denies or the time passes it turns into a cancellation. The second type is called "booking option". The guest e.g. calls the tourist office and they give them such a booking option for a fixed period of time (usually between 24 and 48 hours).Within this period the guest has to call again to confirm the booking. If yes it turns into a real booking if no it turns into a cancellation. We have to send these kinds of requested bookings because the availability is reserved in this period and should be also reduced in other channels or in PMS to ensure that these requests can turn into a booking. • CreateDateTime= Date and time when the booking/cancellation was created • LastModifyDateTime=Date and time when the transaction was changed • ForcedSellIndicator= There is the possibility in backoffice system only that reservations can be done **without reducing availabilities**, because there might are none. The back office employee usually has direct contact to the service provider before committing such reservations. We provide this reservations via push and pull but mark them with ForceSellIndicator="true" else it is "false"	☐	☑
RoomStays RoomStay	For each product in the shopping cart for this hotel and this booking one RoomStay element will be present.	☐	☑
RoomTypes, RoomType RoomId	Deskline 3.0 Mapping of the service or the product, according to the interface configuration.	☐	☐
RoomTypes, RoomType RoomTypeCode	When you have configured product mapping in interface configuration we will send also Deskline 3.0 Mapping Code of the service as RoomTypeCode Attribute. *note: this change was made because many of our*	☑	☐

	customers uses hauspackages. This housepackages cannot be configured in channelmanager and so the channelmanager was not able to get back the reservation for this products/rates. *With this change, you will now get back the service mapping from these reservations so you can reduce the availability also in your system, even if the product is not known in your system.*		
RoomTypes, RoomType NumberOfUnits	Number of Units booked for this room.	☐	☐
RatePlans, RatePlan, MealsIncluded MealPlanCodes	Shows the meal which was booked. We support this codes: 1… All Inclusive 3… Bed and Breakfast 10…Full board 12… Half board 14… No meal, just accommodation 20… 3/4Board (Breakfast, dinner and afternoon snack)	☐	☐
GuestCounts (IsPerRoom), GuestCount, AgeQualifyingCode, Age Count	GuestCounts IsPerRoom is always true. Means always number of guests per room is pushed. GuestCount: list of number of guests. Count for adults with AgeQualifyingCode="10" and for children with according age **Example:** \<GuestCount AgeQualifyingCode="10" Count="2" /> \<!--AgeQualifyingCode 10 means adults--> \<GuestCount Age="5" Count="1" /> \<GuestCount Age="7" Count="1" /> \<!--For children we will provide the children ages and count-->	☐	☑
TimeSpan Start/End	From-To date that the room is booked. The End-date is the departure-date of the guest.	☐	☐
BasicPropertyInfo HotelCode	Deskline 3.0 Mapping of the service provider.	☐	☐
Comment Text	Text for the service provider entered by the guest.	☐	☐
DepositPayments → GuaranteePayment → AmountPercent @Amount, @CurrencyCode	@Amount is the Deposit price (not percentage) the guest has to pay or had already payed in case of creditcard payment. @CurrencyCode is the Currency in which the Item had been sold.	☑	☐
DepositPayments → GuaranteePayment → Address @AddresseeName	@AddresseeName is the name of the recipient of the deposit. This can be the name of the hotel or the name of the tourism board, this depends on the payment settings from tourism board and hotel.	☑	☐
Total AmountAfterTax, AmountBeforeTax and CurrencyCode	Currency code and price that this item had been sold for. AmountAfterTax is the total price the guest has to pay. AmountBeforeTax does not include the visitor tax. Both values include VAT. If AmountAfterTax=AmountBeforeTax we do not have the information about the amount of visitor tax and therefore cannot provide this information.	☐	☐

Profile Customer	Guest contact data	☐	☐
NamePrefix	Title for this guest in the guest language, e.g. "Mr."	☐	☐
GivenName	First name of the guest	☐	☐
Surname	Surname of the guest	☐	☐
Telephone PhoneNumber	Phone number of the guest ith PhoneTechType="1" and if available fax number of the guest with PhoneTechType="3"	☐	☐
Email	E-Mail address of the guest	☐	☑
Address AddressLine	Street name + number	☐	☑
CityName	Name of the city	☐	☐
PostalCode	Zip/Postal code	☐	☐
CountryName	Country name or Country code	☐	☐

Comments Comment	List of names of accompanying people in this format:
	
	`<Comments>`
	`  <Comment Name="AccompaniedBy">`
	`    <ListItem>John Doe</ListItem>`
	`    <ListItem>Jane Doe</ListItem>`
	`  </Comment>`
	`</Comments>`
		☐	☐

HotelReservationID ResID_Type	Type of the message: 14 = Reservation, 15 = Cancellation	☐	☐
ResID_Value	Booking number that is also sent with the confirmation.	☐	☐
ResID_Source	Name of sales point	☐	☐
ResID_SourceContext	Name of sales channel used for this reservation	☐	☐

EXPECTED PUSH RESPONSE

The response should be created according to the OTA_HotelResNotifyRS message!

We will log the response from the external System and at one point will be able to show it in the Deskline 3.0 ExpertClient. When the push request fails, the response will show up as a failed communication for our customers in the transaction list.

Push successfully processed:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelResNotifRS 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_HotelResNotifRS.xsd" >
        <Success />
</OTA_HotelResNotifRS>
```

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelResModifyNotifRS 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_HotelResModifyNotifRS.xsd" >
        <Success />
```

```
</OTA_HotelResModifyNotifRS>
```

Errors while processing the request:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelResNotifRS 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_HotelResNotifRS.xsd">
        <Errors>
                <Error Type="x"  Language="en" Code="x" >x</Error>
        </Errors>
</OTA_HotelResNotifRS>
```

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<OTA_HotelResModifyNotifRS 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_HotelResModifyNotifRS.xsd">
        <Errors>
                <Error Type="x"  Language="en" Code="x" >x</Error>
        </Errors>
</OTA_HotelResModifyNotifRS>
```

READ BOOKINGS

Given that the products of a service provider are bookable it is possible that the availabilities that were previously imported are changed with a booking. In this case the in addition to the push interface we provide a function to read these changes by request.

About the calls from the interface:
Bookings will be grouped by hotel code and booking number. For one service provider there will be one message per booking. If two or more products of this hotel are booked, they are sent within the same message (in the *RoomStay* element). It is possible that the same service is added to a booking more than once. Depending on the shopping cart it is therefore also possible that the Service will be inside one RoomStay or in several.

- **Read Reservations:**
  - The target address for the live system is
    http://interface.deskline.net/OTA/ReadReservations.asmx
  - WSDL: http://interface.deskline.net/OTA/ReadReservations.asmx?WSDL

The target address for the test-environment will be different *(interfacetest.deskline.net)*!

The OTA implementation looks like this:

Request field	Description	Can be empty?	More than one possible?
POS → Source → AgentDutyCode	A unique code assigned from feratel to the external software-company sending read requests. This is used to identify the sending company and will be unique per company. Must not be visible or known to the hotels!	☐	☐
ReadRequests	The element ReadRequests can be present only once. This means that it is only possible to send one request for one hotel at the time, not several hotels.	☐	☐
SelectionCriteria	Includes all the attributes to restrict for specific time range, status and type	☐	☐
DateType	Four different date types are possible: ArrivalDate, DepartureDate, CreateDate or LastUpdateDate	☐	☐
Start	Date beginning with the first day to read reservations for.	☐	☐
End	The end date is not included when returning reservations. So reading from "2011-04-05" to "2011-04-10" will return reservations for the following dates: 2011-04-05, 2011-04-06, 2011-04-07, 2011-04-08, 2011-04-09 but not 2011-04-10.	☐	☐
ResStatus	Three different status types are possible: Reserved, Requested or Cancelled. If attribute is not send, transactions of all types are included in the response	☑	☐

READ REQUEST EXAMPLE

For all types of transactions:

```xml
<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="34267"
TimeStamp="2006-06-21T09:30:45-05:00" Target="Production" Version="1">
 <POS>
  <Source AgentDutyCode="FERATEL" />
 </POS>
 <ReadRequests>
  <HotelReadRequest HotelCode="SIMSIM">
   <SelectionCriteria DateType="LastUpdateDate" Start="2011-04-01" End="2011-05-01" />
  </HotelReadRequest>
 </ReadRequests>
</OTA_ReadRQ>
```

Only for bookings:

```xml
<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="34267"
TimeStamp="2006-06-21T09:30:45-05:00" Target="Production" Version="1">
 <POS>
  <Source AgentDutyCode="FERATEL" />
 </POS>
 <ReadRequests>
  <HotelReadRequest HotelCode="SIMSIM">
   <SelectionCriteria DateType="LastUpdateDate" Start="2011-04-01" End="2011-05-01" ResStatus="Reserved"/>
  </HotelReadRequest>
 </ReadRequests>
</OTA_ReadRQ>
```

READ RESERVATIONS RESPONSE EXAMPLE

Reading successful:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" Version="0"
xmlns="http://www.opentravel.org/OTA/2003/05">
 <Success />
 <HotelReservations>
  <HotelReservation ResStatus="Reserved" CreateDateTime="2012-11-26T13:45:00"
LastModifyDateTime="2012-11-26T13:45:00" ForcedSellIndicator="false">
   <RoomStays>
    <RoomStay>
     <RoomTypes>
    <!—When you are using Service Mapping as Information-->
     <RoomType RoomId="SERVICECODE" NumberOfUnits="1" />

     <!—When you are using Product Mapping as Information-->
     <RoomType RoomTypeCode=" SERVICECODE " RoomId="PRODUCTCODE" NumberOfUnits="1" />
     </RoomTypes>
```

```xml
<GuestCounts IsPerRoom="true">
 <GuestCount AgeQualifyingCode="10" Count="2" />
</GuestCounts>
<TimeSpan Start="2011-04-24" End="2011-05-01" />
<DepositPayments>
 <GuaranteePayment>
  <AmountPercent Amount="93" CurrencyCode="EUR" />
  <Address AddresseeName="TestHotel" />
 </GuaranteePayment>
</DepositPayments>
<Total AmountAfterTax="1086.3" CurrencyCode="EUR" AmountBeforeTax="1086.3" />
<BasicPropertyInfo HotelCode="SIMSIM" />
<Comments>
 <Comment>
  <Text />
 </Comment>
</Comments>
</RoomStay>
<RoomStay>
 <RoomTypes>
  <RoomType NumberOfUnits="1" RoomID="SIMSIMDZ" />
 </RoomTypes>
 <GuestCounts IsPerRoom="true">
  <GuestCount AgeQualifyingCode="10" Count="2" />
 </GuestCounts>
 <TimeSpan Start="2011-04-24" End="2011-05-01" />
 <DepositPayments>
  <GuaranteePayment>
   <AmountPercent Amount="93" CurrencyCode="EUR" />
   <Address AddresseeName="TestHotel" />
  </GuaranteePayment>
 </DepositPayments>
 <Total AmountAfterTax="1086.3" CurrencyCode="EUR" AmountBeforeTax="1086.3" />
 <BasicPropertyInfo HotelCode="SIMSIM" />
 <Comments>
  <Comment>
   <Text />
  </Comment>
 </Comments>
</RoomStay>
</RoomStays>
<ResGuests>
 <ResGuest>
  <Profiles>
   <ProfileInfo>
    <Profile>
     <Customer Language="en">
      <PersonName>
       <NamePrefix>Herr</NamePrefix>
       <GivenName>Deskline</GivenName>
       <Surname>Interface 123</Surname>
      </PersonName>
      <Telephone PhoneTechType="1" PhoneNumber="+43123465789" />
      <Email>deskline.interface@feratel.com</Email>
      <Address>
       <AddressLine />
```

```xml
        <AddressLine />
        <CityName>Klagenfurt</CityName>
        <PostalCode>9020</PostalCode>
        <CountryName Code="AR" />
       </Address>
      </Customer>
     </Profile>
    </ProfileInfo>
   </Profiles>
  </ResGuest>
 </ResGuests>
 <ResGlobalInfo>
  <HotelReservationIDs>
   <HotelReservationID ResID_Type="14" ResID_Value="3848" ResID_Source="Feratel Demo Destination"
ResID_SourceContext="Internet" />
  </HotelReservationIDs>
 </ResGlobalInfo>
</HotelReservation>
<HotelReservation ResStatus="Reserved" CreateDateTime="2011-05-24T01:30:00"
LastModifyDateTime="2011-05-24T01:30:00" ForcedSellIndicator="false">
 <RoomStays>
  <RoomStay>
   <RoomTypes>
    <RoomType NumberOfUnits="1" RoomID="SIMSIMEZ" />
   </RoomTypes>
   <RatePlans>
    <RatePlan>
     <MealsIncluded MealPlanCodes="12" />
    </RatePlan>
   </RatePlans>
   <GuestCounts IsPerRoom="true">
    <GuestCount AgeQualifyingCode="10" Count="2" />
   </GuestCounts>
   <TimeSpan Start="2011-04-30" End="2011-05-07" />
   <Total AmountAfterTax="972" CurrencyCode="EUR" AmountBeforeTax="972"  />
   <BasicPropertyInfo HotelCode="SIMSIM" />
   <Comments>
    <Comment>
     <Text />
    </Comment>
   </Comments>
  </RoomStay>
 </RoomStays>
 <ResGuests>
  <ResGuest>
   <Profiles>
    <ProfileInfo>
     <Profile>
      <Customer Language="de">
       <PersonName>
        <NamePrefix>Frau</NamePrefix>
        <GivenName>SimGast</GivenName>
        <Surname>MünGast</Surname>
       </PersonName>
       <Telephone PhoneTechType="1"  PhoneNumber="" />
       <Email>simone.muenzer@feratel.com</Email>
```

```
            <Address>
              <AddressLine />
              <AddressLine />
              <CityName />
              <PostalCode />
              <CountryName Code="AT" />
            </Address>
          </Customer>
        </Profile>
       </ProfileInfo>
      </Profiles>
     </ResGuest>
    </ResGuests>
    <ResGlobalInfo>
     <HotelReservationIDs>
       <HotelReservationID ResID_Type="15" ResID_Value="4055" ResID_Source="Feratel Demo Destination"
ResID_SourceContext="Internet"/>
     </HotelReservationIDs>
    </ResGlobalInfo>
   </HotelReservation>
  </HotelReservations>
</OTA_HotelResRS>
```

Response XML explained:

Request field	Description	Can be empty?	More than one possible?
HotelResRS	HotelResRS is used for all types of bookings and cancellations	☐	☐
Success	Shows that request was successfully done. If not a Warning or Error is send.	☐	☐
HotelReservations	Collection of reservations. More than one possible according to OTA.	☐	☐
HotelReservation	One Element per booking. Attribute list: • ResStatus="Reserved" means Reservation; "Cancelled" means Cancellation; "Requested": There are two kinds of reservations possible in our system which has status Requested, but still they are reservations. One type is called "Booking on Request", this means the service provider is not directly bookable, but the guest makes reservations and after a defined number of hours (usually between 24 and 48 hours) the service provider has to confirm. In case of confirmation this booking is fixed. If service provider denies or the time passes it turns into a cancellation. The second type is called "booking option". The guest e.g. calls the tourist office and they give them such a booking option for a fixed period of time (usually between 24 and 48 hours).Within this period the guest has to call again to confirm the booking. If yes it turns into a real booking if no it turns into a cancellation. We have to send these kinds of requested bookings because the availability is reserved in this period and	☐	☑

	should be also reduced in other channels or in PMS to ensure that these requests can turn into a booking. • CreateDateTime= Date and time when the booking/cancellation was created • LastModifyDateTime=Date and time when the transaction was changed • ForcedSellIndicator= There is the possibility in backoffice system only that reservations can be done without reducing availabilities, because there might are none.The back office employee usually has direct contact to the service provider before committing such reservations. We provide this reservations via push and pull but mark them with ForceSellIndicator="true" else it is "false"		
RoomStays RoomStay	For each product in the shopping cart for this hotel and this booking one RoomStay element will be present.	☐	☑
RoomTypes, RoomType RoomId	Deskline 3.0 Mapping of the service or the product, according to the interface configuration.	☐	☐
RoomTypes, RoomType RoomTypeCode	When you have configured product mapping in interface configuration we will send also Deskline 3.0 Mapping Code of the service as RoomTypeCode Attribute. *note: this change was made because many of our customers uses hauspackages. This housepackages cannot be configured in channelmanager and so the channelmanager was not able to get back the reservation for this products/rates.* *With this change, you will now get back the service mapping from these reservations so you can reduce the availability also in your system, even if the product is not known in your system.*	☑	☐
RoomTypes, RoomType NumberOfUnits	Number of Units booked for this room.	☐	☐
RatePlans, RatePlan, MealsIncluded MealPlanCodes	Shows the meal which was booked. We support this codes: 1... All Inclusive 3... Bed and Breakfast 10...Full board 12... Half board 14... No meal, just accommodation 20... 3/4Board (Breakfast, dinner and afternoon snack)	☐	☐
GuestCounts (IsPerRoom), GuestCount, AgeQualifyingCode, Age Count	GuestCounts IsPerRoom is always true. Means always number of guests per room is pushed. GuestCount: list of number of guests. Count for adults with AgeQualifyingCode="10" and for children with according age **Example:** <GuestCount AgeQualifyingCode="10" Count="2" /> <!--AgeQualifyingCode 10 means adults--> <GuestCount Age="5" Count="1" /> <GuestCount Age="7" Count="1" /> <!--For children we will provide the children ages and	☐	☑

	count-->		
TimeSpan Start/End	From-To date that the room is booked. The End-date is the departure-date of the guest.	☐	☐
BasicPropertyInfo HotelCode	Deskline 3.0 Mapping of the service provider.	☐	☐
Comment Text	Text for the service provider entered by the guest.	☐	☐
Total AmountAfterTax, AmountBeforeTax and CurrencyCode	Currency code and price that this item had been sold for. AmountAfterTax is the total price the guest has to pay. AmountBeforeTax does not include the visitor tax. Both values include VAT. If AmountAfterTax=AmountBeforeTax we do not have the information about the amount of visitor tax and therefore cannot provide this information.	☐	☐
DepositPayments → GuaranteePayment → AmountPercent @Amount, @CurrencyCode	@Amount is the Deposit price (not percentage) the guest has to pay or had already payed in case of creditcard payment. @CurrencyCode is the Currency in which the Item had been sold.	☑	☐
DepositPayments → GuaranteePayment → Address @AddresseeName	@AddresseeName is the name of the recipient of the deposit. This can be the name of the hotel or the name of the tourism board, this depends on the payment settings from tourism board and hotel.	☑	☐
Profile Customer	Guest contact data	☐	☐
NamePrefix	Title for this guest in the guest language, e.g. "Mr."	☐	☐
GivenName	First name of the guest	☐	☐
Surname	Surname of the guest	☐	☐
Telephone PhoneNumber	Phone number of the guest ith PhoneTechType="1" and if available fax number of the guest with PhoneTechType="3"	☐	☐
Email	E-Mail address of the guest	☐	☑
Address AddressLine	Street name + number	☐	☑
CityName	Name of the city	☐	☐
PostalCode	Zip/Postal code	☐	☐
CountryName	Country name or Country code	☐	☐

Comments Comment	List of names of accompanying people in this format:
	
	<Comments>
	 <Comment Name="AccompaniedBy">
	  <ListItem>John Doe</ListItem>
	  <ListItem>Jane Doe</ListItem>
	 </Comment>
	</Comments>
		☐	☐

HotelReservationID ResID_Type	Type of the message: 14 = Reservation, 15 = Cancellation	☐	☐
ResID_Value	Booking number that is also sent with the confirmation.	☐	☐
ResID_Source	Name of sales point	☐	☐
ResID_SourceContext	Name of sales channel used for this reservation	☐	☐

CHANGE LOG

This document will be changed during the further development process and these changes will be documented here.

Version	Description of changes done
1.0.0	• First version
1.0.1	• Errors/Warnings added
1.0.2	• Deskline 2 → Deskline 3.0 chapter updated • "Activation Process" information added.
1.0.3	• Added information that the interface supports **HttpSoap** and **HttpPost**. • Added information that the interface also supports additional services.
1.0.4	• Changed the information about the maximum length of mapping values from 50 to 16 (OTA restriction).
1.0.5	• Changed the document title from "Deskline 3.0 Availability Import" to "Deskline 3.0 Availability Interfaces" in order to have the additional functions (Read/Push) in one and the same documentation. • Introduced the function to read availabilities from Deskline with *OTA_HotelInvCountRQ/RS* and extended the documentation for this.
1.0.5	• Added an informational chapter "*Landlords With More Than One Object*".
1.1.0 (2010-09-14)	• Added the push function to call external systems in case of bookings / cancellations. • Added an example for the structure of service provider with service and products since it can be relevant for the push interface. • Updated the mapping description; in some cases it is allowed for two hotels to share one HotelCode for one company.
1.1.1 (2010-12-10)	• Added support for product mapping and availabilities per sales channel with the RatePlanCode attribute. • Added extra information about RatePlanCode / Sales Channels. • Corrected the response example for Push-Errors.
1.1.2 (2011-02-22)	• Push message now includes information that guest count is per Room • Availabilities for additional services with specific start times can be send • Push comment text is of destination office not from guest • Fixed: If a request turns into a booking now a new booking is send not a modification • Fixed: If a booking on request or option expires a cancelation is send
1.1.3 (2011-05-23)	• New interface Read Reservations available
1.1.4 (2011-07-12)	• Added additional fields CreateDateTime and LastModifyDateTime to response of Read Reservations interface • Read Reservations response: RoomID is service mapping per default and can be product mapping as well • Overall performance improvements since 1st June
1.1.5 (2012-11-27)	• Added additional information (elements and attributes) to push request and response of read reservation • Push comment text is from guest now

1.1.6 (2013-12-02)	- Added MealPlanCode in reservation notifications (push and pull) - Fixed: Structural bug in guest comments in reservation notification
1.1.7 (2014-03-05)	Loosened restriction to send data only 550 days in future to 800 days.
1.1.8 (2014-09-01)	Added attribute AmountBeforeTax which does not include the visitor tax compared to AmountAfterTax
1.1.9 (2015-02-24)	Improved: If a gap is booked ForcedSellIndicator is set to true
1.1.10 (2016-09-28)	- Improved: Logic how to select the bookings for the booking push - New: Sending the amount of Deposit in Reservation Push/Pull - New: Sending additional also Service Mapping Code, if Product Mapping Code is used.