

Documentation

# Deskline 3.0

## Read Mappings

---

Version: 1.0.4

Creation date: September 2013

Changed by: Christoph Ebner

Last change: 26 Sep. 17

# DESKLINE 3.0 READ MAPPINGS

## INDEX

<b>GENERAL/INTRODUCTION .....</b>	<b>3</b>
<b>TECHNICAL DESCRIPTION .....</b>	<b>4</b>
<b>TARGET ADDRESS .....</b>	<b>4</b>
<b>AUTHENTICATION.....</b>	<b>4</b>
<b>TEST ENVIRONMENT .....</b>	<b>4</b>
<b>MAPPING VALUES .....</b>	<b>5</b>
STRUCTURE OF A SERVICE PROVIDER WITH SERVICES AND PRODUCTS.....	5
<b>LANDLORDS WITH MORE THAN ONE OBJECT .....</b>	<b>7</b>
<b>REQUEST FIELDS .....</b>	<b>8</b>
<b>REQUEST EXAMPLES.....</b>	<b>8</b>
<b>RESPONSE FIELDS .....</b>	<b>9</b>
<b>RESPONSE EXAMPLE.....</b>	<b>11</b>
<b>CHANGE LOG.....</b>	<b>12</b>

## GENERAL/INTRODUCTION

Deskline 3.0 provides several interfaces for interchange of data with property management systems or channel manager. To be able to use these interfaces for accommodations the interchange of mapping data is necessary. Mappings still have to be generated/entered and do not already exist. So it is still required to request mapping codes if a new accommodation should be connected. Therefore please contact [servicecenter@feratel.com](mailto:servicecenter@feratel.com) with the details of the service provider (name, full address and contact information). According to the OTA standard mapping codes are of type string with maximum length of 16 characters. If you have any special requirements regarding mapping codes mention them in each mapping request you send, so all our employees in service center can create them according to your needs. If changes on any settings of the accommodation and its service and products are needed they have to be done by the accommodation owner in web based extranet (WebClient) or by the responsible tourist office in back office system (ExpertClient). Feratel employees are not allowed to change any customer's settings. With the help of this interface you will be able to read out mappings and further useful details of all your accommodations connected.

If you have any questions please contact:

Simone Münzer  
[deskline.interface@feratel.com](mailto:deskline.interface@feratel.com)

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

## TECHNICAL DESCRIPTION

XML files are the base for the read mappings web service – all mandatory and optional values for requests are passed inside XML files and also the response will be a valid XML file. Different to the interfaces for data exchange we do not use OTA format for interchange of mappings. The web service will work with SSL and supports HttpSoap and HttpPost. The access rights to use this interface are connected to the rights for import availabilities. So if you already use availability import of Deskline 3.0 you can use this web service as well.

## TARGET ADDRESS

Generally the web service is available on the same URL for all customers.

- **Read Mappings:**
  - The target address for the live system is
  - <http://interface.deskline.net/DSI/MappingData.asmx>
  - WSDL: <http://interface.deskline.net/DSI/MappingData.asmx?WSDL>

## AUTHENTICATION

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

## TEST ENVIRONMENT

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

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

## MAPPING VALUES

To find the way from one room in the partner software to a room in Deskline 3.0 we need certain mapping values, namely the hotel code and a room code per service and product. These values can't be entered by the hotels themselves this will be done by feratel.

The following rules apply to mapping values:

- Mapping values are needed for the hotel and for every service and product that should be maintained.
  - Advance Information: there are interfaces that interact with **products**, not just services (a service in Deskline can consist of one *or several* products). These products also need a distinctive mapping different from the service mapping.
- 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.
- Mapping values per service must be unique for every Company+HotelCode combination. There can't be two services with the same code inside one hotel code.

**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:

<b>General</b>		<b>Address</b>	
Name	the Schwartz-Inn	Pasterk	
Object code	TP0815 <input checked="" type="checkbox"/> Active	Thomas Pasterk	
Owner	Feratel Demo Destination	Hintertupfing 2	
Rooms	44 Beds 235	12345 Obertupfing	
SHUTTLE/09.06.2010 14:57/16.04.2009		<a href="mailto:thomas.pasterk@feratel.com">thomas.pasterk@feratel.com</a>	
		<a href="http://">http://</a>	

Then there can be services for this object:

Name	Type	Town	Object code
<b>the Schwartz-Inn</b>	<b>Accommodation</b>	<b>Innsbruck</b>	<b>TP0815</b>
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:

Service					
Service code	TRXTNOSMO	<input checked="" type="checkbox"/> Active	Rooms	1,0	
Name	Triple room, shower or bath, toilet, no smoker			Bedrooms	1
Coding	Triple room	shower or bath, toilet	no smoker	Size (m²)	35
Classification	4-5 stars DTV	Most recent avail. change	28.05.2010 11:16		
Order	1	Last change	SHUTTLE/17.05.2010 15:35/16.04.2009		

This room then has 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:

Products	
General	Settings
General	
Product name	Triple room, shower or bath, toilet, no smoker
Product type	Accommodation Topic
Accommodation type	Room
Order	9 <input checked="" type="checkbox"/> Active

Occupancy			
	Min.	Max.	
Beds	1	8	Std.
Adults	1	7	2
Children	0	5	
Min. full-rate children		1	

Or:

General	
Product name	Weekend package for two
Product type	Package
Accommodation type	Room
Order	5 <input checked="" type="checkbox"/> Active

Occupancy			
	Min.	Max.	
Beds	2	2	Std.
Adults	2	2	2
Children	0	0	
Min. full-rate children		0	

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.

Prices and conditions are always imported for each **product**, so we need a mapping on this level and it must be different from the service mapping. If the service provider created more than one product for a service there will be two product codes necessary. If this does not work with the hotel software than the service provider should create the Deskline services and products in a 1:1 relation, rather than using 1:n.

#### Important for price import:

On product level the service provider defines which price calculation is used. There are three different type plus the information for how many nights the prices are given.

Nights: Usually this value is 1, means that prices send are per night. For special reasons prices can be entered per week, so nights is 7 or for packages with fixed duration the price can be entered for the whole stay e.g. 3 nights.

PriceRule:

- “PerPerson”: if price rule is per person the price sent will be multiplied by the number of guests to determine the day price
  - Example:
 

```
<BaseByGuestAmt NumberOfGuests="1" AmountAfterTax="100" />
<BaseByGuestAmt NumberOfGuests="2" AmountAfterTax="45" />
```

 The room costs for occupancy of 1 adult 100 per night in case of occupancy of two adults it is 90 (2x45) per night.
- “PerUnit”: if price rule is per unit the price sent is the day price for the unit and number of persons, still unit price can be different depending on the occupancy
  - Example:
 

```
<BaseByGuestAmt NumberOfGuests="1" AmountAfterTax="100" />
<BaseByGuestAmt NumberOfGuests="2" AmountAfterTax="90" />
```

 The room costs for occupancy of 1 adult 100 per night in case of occupancy of two adults it is 90 per night.
- “Total”: Price sent is total price. Rarely used, mostly for packages with fixed duration and fixed occupancy

#### Important for Min/Max Stay Import:

Since Version 1.0.4 it's possible to check Min/Max Stay based on Arrival Day in our system. If this attribute is set to true we expect from you to send us the Min/Max Stay according this logic. Otherwise you have to send us the values Min/Max Stay Through.

## 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.

## REQUEST FIELDS

Request field	Description	Can be empty?	More than one possible?
MappingRequest → AgentDutyCode	A unique code assigned from feratel to the external software-company. This is used to identify the sending company and will be unique per company. Must not be visible or known to the hotels!	<input type="checkbox"/>	<input type="checkbox"/>
MappingRequest → FilterType	Enumeration: <ul style="list-style-type: none"> <li>“None”: No Filter, all mapped service providers will be returned</li> <li>“HotelCode”: Returns the mapping values of one specified service provider</li> <li>“DBCode”: Filters the result list to service providers of one specific data base</li> <li>“ChangeDate”: Filters the result list to service providers which have at least one mapping value changed since the provided date</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
MappingRequest → Filter	If FilterType is: <ul style="list-style-type: none"> <li>“None”: Attribute filter is not required. If it is sent, it will be ignored</li> <li>“HotelCode”: Attribute Filter must include the hotel code of the required service provider</li> <li>“DBCode”: Filter attribute must include the 3 character database code</li> <li>“ChangeDate”: Filter attribute must include a date or date time value in this format “YYYY-MM-DD” or “YYYY-MM-DDThh:mm:ss”</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## REQUEST EXAMPLES

For all accommodations/hotels mapped for your company:

---

```
<?xml version="1.0" encoding="utf-8"?>
<FeratelDsiRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://interface.deskline.net/DSI/XSD">
  <MappingRequest AgentDutyCode="FERATEL" FilterType="None"/>
</FeratelDsiRQ>
```

---

For all accommodations/hotels of one specific database:

---

```
<?xml version="1.0" encoding="utf-8"?>
<FeratelDsiRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://interface.deskline.net/DSI/XSD">
  <MappingRequest AgentDutyCode="FERATEL" FilterType="DBCode" Filter="FRT"/>
</FeratelDsiRQ>
```

---

For one accommodation/hotel:

---



---

```
<?xml version="1.0" encoding="utf-8"?>
<FeratelDsiRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://interface.deskline.net/DSI/XSD">
  <MappingRequest AgentDutyCode="FERATEL" FilterType="HotelCode" Filter="SIMSIM"/>
</FeratelDsiRQ>
```

For those changed since the provided date:

```
<?xml version="1.0" encoding="utf-8"?>
<FeratelDsiRQ xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://interface.deskline.net/DSI/XSD">
  <MappingRequest AgentDutyCode="FERATEL" FilterType="ChangeDate" Filter="2014-01-01T12:00:00"/>
</FeratelDsiRQ>
```

## RESPONSE FIELDS

Response field	Description	Can be empty?	More than one possible?
MappingResult → ServiceProvider	<p>List of service providers with following attributes:</p> <ul style="list-style-type: none"> <li>HotelCode: Mapping code on service provider level</li> <li>Name: Name of service provider</li> <li>DBCode: Code of the data base the service provider is stored. Needed to build up the URL of our extranet access called WebClient (e.g. http://webclient.deskline.net/&lt;DBCode&gt;/en/Login)</li> <li>AddressName: Name of the address connected to the service provider</li> <li>Address1: Street and number</li> <li>ZipCode</li> <li>City</li> <li>Email</li> <li>Organisation: Name of the data owner organisation/tourist board which is responsible for the service provider</li> <li>Active: Is the service provider active in the system. If not he is neither bookable nor imports of data can be done.</li> <li>CheckAvailabilityChange: Data owner organizations can force the service providers to maintain their availabilities regularly. If they do so this attribute is true. In case of data maintenance via interface the check is not necessary because data is most recent. The service provider can ask the tourist office to set this setting to false else availabilities have to be sent regularly to prove the actuality.</li> <li>AvailabilityChangeDays: Depending if the setting CheckAvailabilityChange is true the tourist board defines within which number of days a service provider has to check availabilities. Zero means no check is done.</li> <li>UseIndividualPaymentCancellationPolicy: Shows if the data owner organization allows individual payment</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	and cancellation settings for the hotels. If true the interface for import of payment and cancellation conditions can be used		
ServiceProvider → Service	<p>List of services with following attributes:</p> <ul style="list-style-type: none"> <li>• MappingCode: Mapping code on service level</li> <li>• Name: Name of the service</li> <li>• Type: Enumeration “Accommodation” or “AdditionalService”</li> <li>• Active: Is the service active in the system. If not it is neither bookable nor imports of data can be done.</li> <li>• UseAvailability: If false the service does not provide the possibility to maintain availabilities</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service →Product	<ul style="list-style-type: none"> <li>• MappingCode: Mapping code on product level</li> <li>• Name: Name of the product</li> <li>• Active: Is the product active in the system. If not it is neither bookable nor imports of data can be done.</li> <li>• MinOccupancy: <b>Important for price import.</b> Prices for each occupancy within Min- and MaxOccupancy must be send to make this occupancy bookable.</li> <li>• MaxOccupancy: <b>Important for price import.</b> Prices for each occupancy within Min- and MaxOccupancy must be send to make this occupancy bookable.</li> <li>• StandardOccupany: <b>Important for price import.</b> If price for standard occupancy is missing, product is not available at all.</li> <li>• PriceRule: <b>Very important for price import!</b> <ul style="list-style-type: none"> <li>○ “PerPerson”: if price rule is per person the price sent will be multiplied by the number of guests to determine the day price</li> <li>○ “PerUnit”: if price rule is per unit the price sent is the day price for the unit and number of persons, still unit price can be different depending on the occupancy</li> <li>○ “Total”: Price sent is total price. Rarely used, mostly for packages with fixed duration and fixed occupancy</li> </ul> </li> <li>• Nights: Usually this value is 1, means that prices send are per night. For special reasons prices can be entered per week, so nights is 7 or for packages with fixed duration the price can be entered for the whole stay e.g. 3 nights.</li> <li>• StandardMealCode: in the standard price template the hotel defines in Deskline 3.0 which meal is included in the prices given, so when prices are sent they are for this meal type. The service provider also enters surcharges and discharges for other meal types available. List of MealCodes: <ul style="list-style-type: none"> <li>○ “NO”: No meal included</li> <li>○ “BB”: Bed and breakfast</li> <li>○ “HB”: Half board</li> <li>○ “34”: Half board plus afternoon snack</li> <li>○ “FB”: Full board</li> <li>○ “AI”: All inclusive</li> </ul> </li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	<ul style="list-style-type: none"> <li>UseMinStayOnlyFromArrivalDay: Enum: true/false When this flag is set to true, the Min and Max Stay is checked only on arrivalday. Otherwise our system checks all days of search for correct Min/Max Stay</li> </ul>		
--	---	--	--

## RESPONSE EXAMPLE

```
<?xml version="1.0" encoding="UTF-8"?>
<FeratelDsiRS xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" Status="0" Message="OK"
xmlns="http://interface.deskline.net/DSI/XSD">
  <MappingResult>
    <ServiceProvider HotelCode="SIMSIM" Name="Simotel" DBCode="FRT" AddressName="Feratel"
Address1="Moritschstraße 2/IV" ZipCode="9500" City="Villach" Email="simone.muenzer@feratel2.com"
Organisation="Feratel Demo Destination" Active="true" CheckAvailabiltyChange="true"
AvailabilityChangeDays="1" UseIndividualPaymentCancellationPolicy="false">
      <Service MappingCode="" Name="Double room, bath, toilet, superior" Type="Accommodation"
Active="false" UseAvailability="true">
        <Product MappingCode="" Name="Doppelzimmer LM" Active="false" MinOccupancy="1"
MaxOccupancy="3" StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="HB" />
        <Product MappingCode="" Name="Doppelzimmer EB" Active="false" MinOccupancy="1"
MaxOccupancy="3" StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="HB" />
        <Product MappingCode="" Name="Doppelzimmer SPLIT" Active="false" MinOccupancy="1"
MaxOccupancy="3" StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="HB" />
        <Product MappingCode="" Name="Doppelzimmer BestPrice" Active="false" MinOccupancy="1"
MaxOccupancy="3" StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="HB" />
      </Service>
      <Service MappingCode="SIMSIMDZ" Name="Double room, bath, toilet, balcony" Type="Accommodation"
Active="true" UseAvailability="true">
        <Product MappingCode="SIMSIMDZ1" Name="Doppelzimmer, Nichtraucher" Active="true"
MinOccupancy="1" MaxOccupancy="4" StandardOccupancy="2" PriceRule="PerPerson" Nights="1"
StandardMealCode="BB" />
        <Product MappingCode="SIMSIMDZ2" Name="Test Package" Active="true" MinOccupancy="2"
MaxOccupancy="2" StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="BB" />
        <Product MappingCode="" Name="Gap" Active="false" MinOccupancy="1" MaxOccupancy="3"
StandardOccupancy="2" PriceRule="PerPerson" Nights="1" StandardMealCode="HB" />
      </Service>
      <Service MappingCode="SIMSIMEZ" Name="Single room, shower or bath, toilet, quiet"
Type="Accommodation" Active="true" UseAvailability="true">
        <Product MappingCode="SIMSIMEZ1" Name="Einzelzimmer, Dusche oder Bad, WC, ruhig" Active="true"
MinOccupancy="1" MaxOccupancy="2" StandardOccupancy="1" PriceRule="PerPerson" Nights="1"
StandardMealCode="BB" />
      </Service>
      <Service MappingCode="SIMSIMSKI" Name="Skiticket" Type="AdditionalService" Active="true"
UseAvailability="true">
        <Product MappingCode="SIMSIMSKI1" Name="Skiticket" Active="true" MinOccupancy="0"
MaxOccupancy="0" StandardOccupancy="0" PriceRule="Total" Nights="0" StandardMealCode="NO" />
      </Service>
      <Service MappingCode="" Name="Pet" Type="AdditionalService" Active="false" UseAvailability="false">
        <Product MappingCode="" Name="Haustier Hund Katze Maus" Active="false" MinOccupancy="0"
MaxOccupancy="0" StandardOccupancy="0" PriceRule="Total" Nights="0" StandardMealCode="NO" />
      </Service>
    </ServiceProvider>
  </MappingResult>
</FeratelDsiRS>
```

## 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	<ul style="list-style-type: none"><li>• First version</li></ul>
1.0.1	<ul style="list-style-type: none"><li>• Fixed: products haven't be provided when there have been no standard meal define in standard template, now fall back is standard meal setting on service provider level.</li></ul>
1.0.2 (2014-03-18)	<ul style="list-style-type: none"><li>• New: Added new filter for check for changed mappings</li><li>• New: New attribute in response which shows whether the tourist organization allows individual payment and cancellation conditions.</li></ul>
1.0.3 (2017-10-02)	<ul style="list-style-type: none"><li>• New: Attribute in response for MinMax Stay logic. Customers has now the possibility to check Min/Max stay only on ArrivalDay.</li></ul>