OTA

The OpenTravel™ Alliance

OpenTravel™ Alliance
Message Users Guide

Contents

Section 1—Introduction

The OpenTravel Alliance (OTA), which began in May 1999, is a consortium of suppliers in all sectors of the travel industry, including air, car rental, hotel, travel agencies, and tour operators, as well as related companies that provide distribution and technology support to the industry. The OpenTravel Alliance now has over 125 members representing influential names in all sectors of the travel industry. The Alliance is comprised of four working groups – air, car, hotel, and non-supplier (travel integration) – together with an interoperability committee to coordinate their efforts.

OTA defines open messages in eXtensible Markup Language (XML) that makes it possible to exchange business data seamlessly among different systems, companies, and industries over the World Wide Web. Companies in the travel industry recognize the importance of information management, both in terms of day-to-day operations and as a strategic tool. The travel industry pioneered online booking and registration systems and, in many respects, sets the expectation level for other industries in terms of responsiveness, reliability, and security of transaction processing. With the coming of the Internet and its ability to link millions of customers and companies in real-time computer communications, customer expectations for online services have increased further, and the travel industry seeks to continue to meet and exceed these expectations. Also, in keeping with the tradition of the Internet, even in its brief history, OTA specifications are open documents and will remain freely available to all industry participants.

OTA specifications provide a framework for companies in the travel industry to create new relationships with customers as well as create new partnerships with fellow companies in the business. As specifications for the industry, these documents provide a means by which companies can improve their interaction with trading partners as well as their level of service for customers. Lowering the demands for customized interfaces between trading partners will allow companies to concentrate their resources on developing innovative ways to communicate with their customers and provide them with increased levels of service.

Section 2—Getting Started

The OTA Message Specification includes the following components:

OTA Implementation Infrastructure Guidelines

The Implementation Infrastructure Guidelines provides information about how to implement the transportation and enveloping layers for the purpose of sending and receiving OTA messages between systems.

OTA XML Schema Design Best Practices

The OTA XML Schema Best Practices document contains documentation about the standards and best practices used in creating the XML Schemas. Typically, this document is used within the OTA to ensure the creation of XML Schemas consistent in design across the organization and across releases.

OTA Messages User Guide (This Document)

The User Guide contains a description of each OTA Message with sample use cases and XML instance documents. It provides a high-level overview of message functionality.

OTA Messages Reference Guide

The Reference Guide is an auto-generated set of web pages that allow the display of and navigation through the annotations within the XML Schemas. It provides documentation at the "field-level" detailing the use of individual elements and attributes.

OTA XML Schema Definition files

These files are the formal definition of the specification using the W3C standard for XML Schema Definition (XSD's). They have the file type of *xsd* and can be downloaded from the OTA website at http://www.opentravel.org/. They are organized by "release" where the release name includes the year and a letter denoting its sequence in that year. For example, the first release in 2002 is 2002A, the next 2002B, and so on. The XML Schemas are cumulative and contain all of the messages defined by the OTA. For more information on naming conventions, namespaces and other details about how the messages are constructed, refer to the OTA Implementation Infrastructure Guidelines.

Readme (Release Notes)

The release notes detail the latest information and changes for any given release (i.e. "What's New").

Section 3—Generic Messages

Although many messages are specific to a particular travel sub-domain (e.g., Air) other messages are generally applicable and may be used more broadly than in one domain-specific service. This section briefly describes the generic messages that can be used across multiple travel verticals.

3.1. OTA_CancelRQ/RS

The OTA Cancel may be used for canceling a previously made reservation. This message cancels the entire reservation, i.e., it may not be used to cancel only part of the itinerary segments in a booking.

A reservation id (PNR locator, confirmation number, etc) is sent to specify which reservation should be canceled. Additionally, a supplier may require that verification information such as customer name, credit card number, and/or phone number, be sent in order to verify that the correct reservation is being cancelled.

The use of the OPTIONAL OTA <POS> element allows an implementation to determine whether the remote user has permission to cancel the reservation.

In the Cancel Request one of the following actions must be specified:

- Initiate – indicates the initial request to cancel a reservation.

- Ignore – indicates a rollback of the request to cancel, leaving the reservation intact.

- Confirm – indicates a request to complete the cancellation.

The Cancel Response will return one of the following statuses:

- Pending – indicates the initial request to cancel a reservation is pending confirmation to complete the cancel action. Cancel rules may have been returned in the response.

- Ignored – indicates the request to cancel was rolled back, leaving the reservation intact.

- Canceled – indicates the cancellation is complete. A cancellation ID may be returned along with the response.

The Cancel message provides the option for a two-step process and individual business rules may determine how a system processes the initial cancel request. If there are no penalties involved in the cancellation, the cancel transaction can take place and the response returns the cancellation number along with the status that the reservation has been cancelled.

If the processing system determines that a cancellation policy has been invoked, it may choose to send back the OTA_CancelRS with the Status="*Pending*", accompanied by a collection of cancellation rules, allowing the originating party to determine if the cancellation should proceed. The originating system would then resend the OTA_CancelRQ. A CancelType="*Ignore*" would expect a response with the Status "*Ignored*", thus ending the message conversation with no action being taken to cancel the reservation.

A CancelType="*Commit*" indicates a definitive instruction to process the cancellation. This message would expect the response of Status="*Cancelled*",

along with the return of a Cancellation Id, that transaction would complete the cancellation process. The cancel RQ is the same message in each case, with the CancelType attribute indicating the action to be taken on the request.

3.1.1. Use Case: Cancellation Request Is Sent

A customer who had previously made an airline reservation through a travel agent needs to cancel the entire booking. The customer requests that the travel agent cancel the booking.

3.1.1.1. Event: Request

The travel agent sends a cancel message that includes the travel agent system PNR locator and the airline PNR locator to the airline.

OTA_CancelRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRQ 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_CancelRQ.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" CancelType="Initiate">
    <POS>
        <Source AgentSine="925832875" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
            <RequestorID Type="5" ID="925832875"/>
            <BookingChannel Type="1" Primary="1"/>
        </Source>
    </POS>
    <UniqueID Type="14" ID="7H39B4">
        <CompanyName CompanyShortName="1P" TravelSector="1"/>
    </UniqueID>
    <UniqueID Type="14" ID="X2A382">
        <CompanyName CompanyShortName="DL" TravelSector="1"/>
    </UniqueID>
</OTA_CancelRQ>
```

3.1.1.2. Event: Response

A cancellation message is returned confirming that the booking has been canceled since there were no cancellation penalties.

OTA_CancelRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_CancelRS 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_CancelRS.xsd" EchoToken="892345" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" Status="Cancelled">
    <Success/>
    <UniqueID Type="14" ID="X2A382">
        <CompanyName CompanyShortName="DL" TravelSector="1"/>
    </UniqueID>
    <UniqueID Type="14" ID="7H39B4">
        <CompanyName CompanyShortName="1P" TravelSector="1"/>
    </UniqueID>
```

</OTA_CancelRS>

3.2. OTA_DeleteRQ/RS

The Delete infrastructure action defines an operation that identifies an existing record, and removes the entire record from the database. The use of the Delete action depends upon the business rules of an organization. Alternative strategies, such as mapping a duplicate record to another by use of the UniqueId, may be considered.

The requestor MAY also verify the record before deleting it to ensure the correct record has been identified prior to deleting it. In this case, the use of the *Instance* attribute may be useful in determining whether the record has been updated more recently than the information that is intended to be deleted. That choice, again, would be dictated by good business practices.

Steps in the Delete operation may include:

- Requestor submits a Read request to view the record

- Receiver returns the record for the requestor to view

- Requestor submits a Delete request.

- Receiver removes the record and returns an acknowledgement

The use of the OPTIONAL OTA `<POS>` element allows an implementation to determine whether the remote user has permission to delete the object being read.

3.2.1. Use Case: Deleting A Customer Profile

A travel agency has a customer who has traveled often in the past. A customer profile was created for the customer many years ago in order to facilitate her bookings. Since the customer primarily traveled on NorthWest Airlines (NW), a profile was also created in the NW system. However, the customer has told the travel agent that she is now too old to travel and won't be making any more trips. Thus, the travel agent wants to delete the customer's profile from the NW system.

3.2.1.1. Event: Request

The travel agent sends a delete request message to NW to delete the customer profile with the identification number of 0507-12345.

OTA_DeleteRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRQ 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_DeleteRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <UniqueID Type="1" ID="0507-12345"/>
    <POS>
```

```
            <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
                <RequestorID Type="5" ID="248954"/>
                <BookingChannel Type="1" Primary="1"/>
            </Source>
        </POS>
</OTA_DeleteRQ>
```

3.2.1.2. Event: Response

A delete message is returned confirming that the customer profile has been deleted.

OTA_DeleteRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_DeleteRS 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_DeleteRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <Success/>
    <UniqueID Type="1" ID="0507-12345"/>
</OTA_DeleteRS>
```

3.3. OTA_PingRQ/RS

The OTA Ping may be used for testing application connectivity by sending some specific text and determining if the receiving application is able to echo back that same text.

The free-text data that is passed in the request, is expected to be echoed back in the response message.

3.3.1. Use Case: Testing The Application For Connectivity

A client application wishes to determine if the receiving application is in a functioning condition by sending a Ping message and testing the response for the correct echoed data.

3.3.1.1. Event: Request

A test Ping message is sent, using "Are you there" as the test data.

OTA_PingRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRQ 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_PingRQ.xsd" TimeStamp="2003-03-17T11:09:47-05:00" Target="Production" Version="1.001"
SequenceNmbr="1">
    <EchoData> Are you there </EchoData>
</OTA_PingRQ>
```

3.3.1.2. Event: Response

The application indicates that it is in a functioning state by returning the same test data.

OTA_PingRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PingRS 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_PingRS.xsd" TimeStamp="2003-03-17T11:09:49-05:00" Target="Production" Version="1.001"
SequenceNmbr="1">
    <Success/>
    <EchoData>Are you There</EchoData>
</OTA_PingRS>
```

3.4.   OTA_ReadRQ/OTA_ResRetrieveRS

The Read infrastructure action defines an operation that opens an existing record and transmits information contained in that record. The Read operation enables the user to identify a particular record and retrieve its entire contents, to request a reservation when the booking id number is not known, to request a list of reservations for a traveler, and to request a list of travelers that meet specified criteria. In the Read request, it can be specified whether the reservation itself should be returned if an exact match is found or if a list of reservations should be always be returned.

The basic operation has the following steps:

- Requestor queries the database where the record resides by sending a Read request message with the record's unique identifier or with information such as traveler name, date of travel, loyalty number and/or other specified criteria.

- Receiver returns the record or a list of reservations to the requestor.

The response to the OTA_ReadRQ will vary based on the type of record(s) requested. The following are examples of the type of records requested and the possible message response:

> Airline reservation – OTA_AirBookRS, OTA_ResRetrieveRS
> Package reservation – OTA_PkgBookRS, OTA_ResRetrieveRS
> Profile – OTA_ProfileReadRS
> Hotel reservation – OTA_HotelResRS, OTA_ResRetrieveRS
> Rail reservation – OTA_RailRetrieveRS
> Loyalty account – OTA_LoyaltyAccountRS
> Insurance plan booking – OTA_InsuranceBookRS

If an exact match of the reservation is not found or a list is requested, the OTA_ResRetrieveRS message is returned with a list of reservations with enough additional information to help the requestor determine which reservation they wish to see. The requestor may then send another Read request with the reservation identifier to retrieve a specific reservation.

3.4.1. Use Case: Read Request Is Sent

Minnie Mouse made an airline reservation through the electronic service provider BookNow to travel to Disneyland™. She leaves tomorrow and she can't remember her flight number or what time the plane leaves. She sits down at her computer and types in her reservation id and also her name and phone number as verification information in order to get a display of her reservation.

3.4.1.1. Event: Request

BookNow uses a global distribution system for a booking engine and to house its reservation files so it sends a Read request message to the GDS.

OTA_ReadRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<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="5553429" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <POS>
        <Source PseudoCityCode="ATL" ISOCountry="US" ERSP_UserID="238940214">
            <RequestorID Type="13" ID="29567">
                <CompanyName CompanyShortName="BookNow"/>
            </RequestorID>
            <BookingChannel Type="7" Primary="1"/>
        </Source>
    </POS>
    <ReadRequests>
        <ReadRequest>
            <UniqueID Type="14" ID="7H39B4">
                <CompanyName CompanyShortName="DL"/>
            </UniqueID>
            <Verification>
                <PersonName>
                    <GivenName>Minnie</GivenName>
                    <Surname>Mouse</Surname>
                </PersonName>
                <TelephoneInfo PhoneTechType="1" CountryAccessCode="001" AreaCityCode="770"
PhoneNumber="563-2891" PhoneUseType="3"/>
            </Verification>
        </ReadRequest>
    </ReadRequests>
</OTA_ReadRQ>
```

3.4.1.2. Event: Response

The reservation for Minnie Mouse is returned.

OTA_AirBookRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirBookRS 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_AirBookRS.xsd" EchoToken="5553429" TimeStamp="2003-03-17T09:30:47-05:03" Target="Production"
Version="2.000" SequenceNmbr="1">
    <Success/>
```

```
<AirReservation BookingReferenceID="7H39B4">
    <AirItinerary>
        <OriginDestinationOptions>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-03-18T08:20:00" ArrivalDateTime="2003-03-
18T10:07:00" FlightNumber="1975" ResBookDesigCode="M" ActionCode="OK" NumberInParty="1">
                    <DepartureAirport LocationCode="ATL"/>
                    <ArrivalAirport LocationCode="LAX"/>
                    <Equipment AirEquipType="763"/>
                    <MarketingAirline Code="DL"/>
                </FlightSegment>
            </OriginDestinationOption>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-03-25T09:30:00" ArrivalDateTime="2003-03-
25T16:41:00" FlightNumber="2074" ResBookDesigCode="M" ActionCode="OK" NumberInParty="1">
                    <DepartureAirport LocationCode="LAX"/>
                    <ArrivalAirport LocationCode="ATL"/>
                    <Equipment AirEquipType="757"/>
                    <MarketingAirline Code="DL"/>
                </FlightSegment>
            </OriginDestinationOption>
</OriginDestinationOptions>
    </AirItinerary>
    <TravelerInfo>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <GivenName>Minnie</GivenName>
                <Surname>Mouse</Surname>
            </PersonName>
            <Telephone PhoneTechType="1" CountryAccessCode="001" AreaCityCode="770"
PhoneNumber="563-2891"/>
            <TravelerRefNumber RPH="1"/>
            </AirTraveler>
        </TravelerInfo>
        <BookingReferenceID Type="14" ID="7H39B4">
            <CompanyName Code="DL"/>
        </BookingReferenceID>
    </AirReservation>
</OTA_AirBookRS>
```

3.4.2. Use Case: Read Request Is Sent

A customer has sent a balance payment for a package holiday to the travel agent but has omitted to quote the booking reference. The travel agent can read only the first three letters of the customer's name: 'Smi' and the initial 'J'.   The travel agent needs to see the traveler's booking record.

3.4.2.1. Event: Request

The agent sends a retrieval request to the tour operator for all bookings made by this agency departing on 13 October 2004 for passengers whose name begins with 'SMI'.

OTA_ReadRQ2.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<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="7656" TimeStamp="2003-11-08T21:10:30" Target="Production"
Version="1.001" SequenceNmbr="3" ReturnListIndicator="true">
    <POS>
        <Source AgentSine="A1234">
            <RequestorID Type="4" ID="a1234"/>
            <BookingChannel Type="6"/>
        </Source>
    </POS>
    <ReadRequests>
        <PkgReadRequest Start="2004-10-13">
            <Name>
                <Surname>Smi</Surname>
            </Name>
        </PkgReadRequest>
    </ReadRequests>
</OTA_ReadRQ>
```

3.4.2.2. Event: Response

The reservation for Mr. J. Smith is returned to the requestor.

OTA_ResRetrieveRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS 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_ResRetrieveRS.xsd" EchoToken="7656" TimeStamp="2003-11-08T21:10:30" Target="Production"
Version="1.000" SequenceNmbr="3">
<Success/>
    <ReservationsList>
        <PackageReservation TravelCode="GAD20" TourCode="ADABA" Start="2004-10-13"
Duration="P14D" ReservationStatusCode="1" ReservationStatus="Confirmed" Quantity="2">
            <UniqueID ID="AA12345" Instance="02" Type="6"/>
            <Name>
                <NamePrefix>Mr</NamePrefix>
                <GivenName>J</GivenName>
                <Surname>Smith</Surname>
            </Name>
            <ArrivalLocation LocationCode="PMI">Palma Mallorca</ArrivalLocation>
            <DepartureLocation LocationCode="LGW">London Gatwick</DepartureLocation>
        </PackageReservation>
        <PackageReservation TravelCode="LCB30" TourCode="CBEGA" Start="2004-10-13"
Duration="P7D" ReservationStatusCode="3" ReservationStatus="Confirmed" Quantity="4">
            <UniqueID ID="BC43567" Instance="02" Type="6"/>
            <Name>
                <NamePrefix>Mrs</NamePrefix>
                <GivenName>M</GivenName>
                <Surname>Smithers</Surname>
            </Name>
            <ArrivalLocation LocationCode="ACE">Arrecife</ArrivalLocation>
            <DepartureLocation LocationCode="LTN">Luton</DepartureLocation>
        </PackageReservation>
    </ReservationsList>
</OTA_ResRetrieveRS>
```

3.4.3. Use Case: Read Request Is Sent

Brandon Wilson travels to Washington D.C. often during the year and he always
stays at the Marriott Hotel in Tysons Corner, VA. He makes a number of his

reservations at one time. He will be staying at the Marriott in December and can't remember if he has made a reservation for this stay.

3.4.3.1. Event: Request

Brandon Wilson, via the Marriott internet site, requests to see his reservation for December.

OTA_ReadRQ3.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<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="3229853" TimeStamp="2003-11-10T10:34:00" Target="Production"
Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" ReturnListIndicator="0">
    <ReadRequests>
        <HotelReadRequest ChainName="Marriott">
            <CityName>Tysons Corner</CityName>
            <Airport LocationCode="IAD"/>
            <UserID Type="18" ID="421329" PinNumber="1207">
                <CompanyName CompanyShortName="Marriott"/>
            </UserID>
            <Verification>
                <PersonName>
                    <GivenName>Brandon</GivenName>
                    <Surname>Wilson</Surname>
                </PersonName>
                <ReservationTimeSpan Start="2003-12-01" End="2003-12-31"/>
            </Verification>
        </HotelReadRequest>
    </ReadRequests>
</OTA_ReadRQ>
```

3.4.3.2. Event: Response

Since Brandon has not made a reservation for December an exact match cannot be found for his request. The responder returns a list of all the reservations that it has for Brandon.

OTA_ResRetrieveRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS 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_ResRetrieveRS.xsd" EchoToken="3229853" TimeStamp="2003-11-01T10:34:30" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us">
<Success/>
    <ReservationsList>
        <HotelReservation ChainCode="MA" HotelCode="WASTC" HotelName="Marriott Tysons Corner">
            <HotelReservationIDs>
                <HotelReservationID ResID_Type="10" ResID_Value="83428984"/>
            </HotelReservationIDs>
            <CityName>Tysons Corner</CityName>
            <GuestName NbrOfGuests="1">
                <GivenName>Brandon</GivenName>
                <Surname>Wilson</Surname>
            </GuestName>
```

```xml
            <ReservationTimeSpan Start="2003-11-23" End="2003-11-26"/>
        </HotelReservation>
        <HotelReservation ChainCode="MA" HotelCode="WASTC" HotelName="Marriott Tysons Corner">
            <HotelReservationIDs>
                <HotelReservationID ResID_Type="10" ResID_Value="80422743"/>
            </HotelReservationIDs>
            <CityName>Tysons Corner</CityName>
            <GuestName NbrOfGuests="1">
                <GivenName>Brandon</GivenName>
                <Surname>Wilson</Surname>
            </GuestName>
            <ReservationTimeSpan Start="2004-01-06" End="2004-01-10"/>
        </HotelReservation>
    </ReservationsList>
</OTA_ResRetrieveRS>
```

3.4.4.   Use Case: Read Request Is Sent

Paul Adams has booked an airline reservation through a travel agent. He needs to change his return flight so he calls his travel agent to make this change. Paul cannot remember his reservation id and cannot remember if he is departing on December 3rd or 4th. He gives his airline frequent flier number to the travel agent.

3.4.4.1. Event: Request

The travel agent sends a request to the airline with Paul's frequent flier number requesting that they return a list of all of the reservations that they have made for Paul.

OTA_ReadRQ4.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<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="42348" TimeStamp="2003-12-17T09:30:47" Target="Production"
Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" ReservationType="1">
    <ReadRequests>
        <AirReadRequest>
            <POS>
                <Source AgentSine="2342" PseudoCityCode="ATL" ISOCountry="US">
                    <RequestorID Type="0" ID="12345678" ID_Context="IATA"/>
                    <BookingChannel Type="5" Primary="1">
                        <CompanyName Code="1P" CodeContext="IATA"/>
                    </BookingChannel>
                </Source>
            </POS>
            <Name>
                <GivenName>Paul</GivenName>
                <Surname>Adams</Surname>
            </Name>
            <CustLoyalty ProgramID="DL" MembershipID="22A3896B2"/>
        </AirReadRequest>
    </ReadRequests>
</OTA_ReadRQ>
```

3.4.4.2. Event: Response

The airline finds four reservations that were booked by the requesting travel agent for the requested frequent flier number. The list that is returned includes the reservation id, departure date, departure city and flight number for each reservation. Thus, the travel agent will be able to determine which reservation to request with a follow-up OTA_ReadRQ that includes the reservation id.

OTA_ResRetrieveRS3.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS 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_ResRetrieveRS.xsd" EchoToken="42348" TimeStamp="2003-12-17T09:30:49" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us">
    <Success/>
    <ReservationsList>
        <AirReservation BookingReferenceID="64H32X" DateBooked="2003-10-25T10:30:00">
            <FlightSegment DepartureDateTime="2003-11-13T09:00:00" ArrivalDateTime="2003-11-
13T10:41:00" FlightNumber="1975">
                <DepartureAirport LocationCode="ATL"/>
                <ArrivalAirport LocationCode="LAX"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </AirReservation>
        <AirReservation BookingReferenceID="9E20KM" DateBooked="2003-11-01T08:30:00">
            <FlightSegment DepartureDateTime="2003-11-22T10:07:00" ArrivalDateTime="2003-11-
22T11:16:00" FlightNumber="1133">
                <DepartureAirport LocationCode="ATL"/>
                <ArrivalAirport LocationCode="GSO"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </AirReservation>
        <AirReservation BookingReferenceID="452L38" DateBooked="2003-11-14T20:30:00">
            <FlightSegment DepartureDateTime="2003-12-03T18:10:00" ArrivalDateTime="2003-12-
04T06:55:00" FlightNumber="12">
                <DepartureAirport LocationCode="ATL"/>
                <ArrivalAirport LocationCode="LGW"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </AirReservation>
        <AirReservation BookingReferenceID="85U36X" DateBooked="2003-11-25T13:02:00">
            <FlightSegment DepartureDateTime="2003-12-24T19:10:00" ArrivalDateTime="2003-12-
24T21:29:00" FlightNumber="197">
                <DepartureAirport LocationCode="ATL"/>
                <ArrivalAirport LocationCode="SEA"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </AirReservation>
    </ReservationsList>
</OTA_ResRetrieveRS>
```

3.4.5. Use Case: Read Request Is Sent

An airline has an irregular operation on flight 215 on November 12 and the flight departure will be delayed by 4 hours. The airline wants to make sure that all of their top-level frequent fliers are notified of this delay.

3.4.5.1. Event: Request

The airline queries their system requesting a list of passengers on flight 215 on November 12 that are top-level frequent fliers.

OTA_ReadRQ5.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<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="34289" TimeStamp="2003-11-12T06:30:47" Target="Production"
Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" ReservationType="1" ReturnListIndicator="1">
    <ReadRequests>
        <AirReadRequest IncludeFF_EquivPartnerLev="1" FF_RequestCriteria="ReturnLevelAndAbove">
            <POS>
                <Source PseudoCityCode="ATL" AgentDutyCode="SU">
                    <RequestorID Type="18" ID="712639"/>
                </Source>
            </POS>
            <FlightNumber>212</FlightNumber>
            <DepartureAirport LocationCode="LAX"/>
            <DepartureDate>2003-11-12</DepartureDate>
            <CustLoyalty LoyalLevel="Gold"/>
        </AirReadRequest>
    </ReadRequests>
</OTA_ReadRQ>
```

3.4.5.2. Event: Response

A list of all passengers matching the input criteria is returned along with each passenger's booking reference id.

OTA_ResRetrieveRS4.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_ResRetrieveRS 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_ResRetrieveRS.xsd" EchoToken="34289" TimeStamp="2003-11-12T06:30:48" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us">
<Success/>
    <ReservationsList>
        <AirReservation BookingReferenceID="4809H1">
            <TravelerName>
                <GivenName>William</GivenName>
                <Surname>Apple</Surname>
            </TravelerName>
        </AirReservation>
        <AirReservation BookingReferenceID="96TB20">
            <TravelerName>
                <GivenName>M</GivenName>
                <Surname>Grape</Surname>
            </TravelerName>
        </AirReservation>
        <AirReservation BookingReferenceID="219J09">
            <TravelerName>
                <GivenName>Susan</GivenName>
                <Surname>Banana</Surname>
            </TravelerName>
        </AirReservation>
```

```
<AirReservation BookingReferenceID="631R59">
    <TravelerName>
        <GivenName>John</GivenName>
        <Surname>Tomato</Surname>
    </TravelerName>
</AirReservation>
<AirReservation BookingReferenceID="C84Q20">
    <TravelerName>
        <GivenName>Steven</GivenName>
        <Surname>Crabapple</Surname>
    </TravelerName>
</AirReservation>
<AirReservation BookingReferenceID="052D37">
    <TravelerName>
        <GivenName>Betty</GivenName>
        <Surname>Orange</Surname>
    </TravelerName>
</AirReservation>
<AirReservation BookingReferenceID="7Y30P1">
    <TravelerName>
        <GivenName>Jonathan</GivenName>
        <Surname>Lettuce</Surname>
    </TravelerName>
</AirReservation>
    </ReservationsList>
</OTA_ResRetrieveRS>
```

3.5.   OTA_UpdateRQ/RS

The Update infrastructure action defines an operation that opens an existing record, identifies the information that needs changing, then transmits data corresponding to the appropriate elements in the tree, and adds or replaces those data in the record.

Because Update operations are more complex and can affect parts of the record rather than the entire record, handling update messages generally can be more difficult. As a result, two approaches to updating records are defined in this specification.

The goals considered in the design of the Update operation include:

- Minimizing the size of a payload on the wire to represent an update transaction

- Defining an explicit representation about what has changed

- Defining a representation with a clear and simple conceptual model

- Creating a representation that is content-independent and general-purpose in nature so as to be reusable throughout future OTA specifications

- Providing a simple-to-implement "replace" option to allow developers to get simpler implementations running quickly - at the expense of the first 2 goals (representation of change and size of message) above

Because data to be modified may be stored in a database and not in an XML document format, it may not be possible to reconstruct the original document that transmitted the data. Therefore, it is recommended that implementations utilizing

the partial update process perform a Read request to obtain the structure of the XML tree prior to constructing an Update request.

3.5.1. Use Case: Updating A Customer Profile

Ms. Sims works in the corporate travel office of XYZ Company. One of her responsibilities is to maintain, in Worldspan's system, the profiles of the XYZ employees who travel on business. One of the employees no longer uses a PO Box and his zip code has changed. Ms. Sims needs to get this information changed in his customer profile.

3.5.1.1. Event: Request

Ms. Sims sends an update message to Worldspan requesting that the PO Box for the customer profile with the identification number of 0507-23456 be deleted and that the zip code be updated.

OTA_UpdateRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRQ 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_UpdateRQ.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <UniqueID Type="21" ID="0507-23456"/>
    <POS>
        <Source>
            <RequestorID Type="3" ID="349652">
                <CompanyName CompanyShortName="Worldspan"/>
            </RequestorID>
        </Source>
    </POS>
    <Position XPath="/Profile/Customer/Address/StreetNmbr">
        <Attribute Operation="delete" Name="PO_Box"/>
    </Position>
    <Position XPath="/Profile/Customer/Address/PostalCode">
        <Element Operation="insert" Child="30067"/>
    </Position>
</OTA_UpdateRQ>
```

3.5.1.2. Event: Response

An update message is returned confirming that the customer profile has been updated.

OTA_UpdateRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_UpdateRS 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_UpdateRS.xsd" EchoToken="183529" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <Success/>
    <UniqueID Type="21" ID="0507-23456"/>
</OTA_UpdateRS>
```

Section 4—Air Messages

4.1.   OTA_AirAvailRQ/RS

This specification addresses the structure and elements of requests and responses for airline flight availability and point of sale information. The Availability Request message requests flight availability for a city pair on a specific date for a specific number and type of passengers. The request can also be narrowed to request availability for a specific airline, flight or booking class on a flight, all for a specific date. Optional request information can include:

- Time / Time Window
- Connecting cities
- Client Preferences (airlines, cabin, flight types etc.)

The Availability Response message contains flight availability for a city pair on a specific date. A set of origin and destination options is returned, each of which contains one or more (connecting) flights that serve the city pair. For each flight the following information is returned:

- Origin and destination airports
- Departure and arrival date/times
- Booking Class availability
- Equipment
- Meal Information
- Codeshare information.

4.1.1.   Use Case: Air Availability

Bob is planning a trip for his wife and child to fly from London to Los Angeles. He would like to depart on August 13 and prefers a non-stop flight, but if he has to make a stopover, he prefers that there be a maximum of one stopover. He also would like to fly on a 757 and have his tickets mailed to him. He wants to fly economy class.

4.1.1.1. Event: Request

Bob requests availability on flights from London to Los Angeles on August 13.

OTA_AirAvailRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
```

```xml
<OTA_AirAvailRQ 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_AirAvailRQ.xsd" EchoToken="12345" TimeStamp="2003-07-17T09:30:47-05:00" Target="Production"
Version="2.000" SequenceNmbr="1" PrimaryLangID="en-us" MaxResponses="10" DirectFlightsOnly="false">
    <POS>
        <Source AgentSine="BSIA1234PM" PseudoCityCode="2U8" ISOCountry="US" ISOCurrency="USD">
            <RequestorID URL="http://www.//provider1.org" Type="5" ID="12345">
</RequestorID>
        </Source>
    </POS>
    <OriginDestinationInformation>
        <DepartureDateTime>2003-08-13</DepartureDateTime>
        <OriginLocation LocationCode="LHR"/>
        <DestinationLocation LocationCode="LAX"/>
    </OriginDestinationInformation>
    <TravelPreferences SmokingAllowed="false" MaxStopsQuantity="1">
        <FlightTypePref PreferLevel="Preferred" FlightType="Nonstop"/>
        <EquipPref AirEquipType="757"/>
        <CabinPref PreferLevel="Preferred" Cabin="Economy"/>
        <TicketDistribPref PreferLevel="Only" DistribType="3"/>
    </TravelPreferences>
    <TravelerInfoSummary>
        <AirTravelerAvail>
            <PassengerTypeQuantity Code="ADT" Quantity="2"/>
            <PassengerTypeQuantity Code="CNN" Quantity="1"/>
        </AirTravelerAvail>
    </TravelerInfoSummary>
</OTA_AirAvailRQ>
```

4.1.1.2. Event: Response

Bob receives information on two possibilities, one a non-stop flight and the other a connecting flight through New York. Along with providing information on the availability of the different booking classes, the response gives him meal information, equipment type, on time percentage and other helpful information.

OTA_AirAvailRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirAvailRS 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_AirAvailRS.xsd"
EchoToken="12354" TimeStamp="2003-07-17T09:30:47-05:00" Target="Production" Version="1.001"
SequenceNmbr="1">
    <Success/>
    <OriginDestinationOptions>
        <OriginDestinationOption>
            <FlightSegment DepartureDateTime="2003-08-13T10:30:00" ArrivalDateTime="2003-08-
13T11:14:00" StopQuantity="0" FlightNumber="212" JourneyDuration="P0Y0M0DT12H30M"
SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
                <DepartureAirport LocationCode="LHR"/>
                <ArrivalAirport LocationCode="LAX"/>
                <Equipment AirEquipType="744" ChangeofGauge="false"/>
                <MarketingAirline CompanyShortName="BA"/>
                <MarketingCabin CabinType="First" RPH="1">
                    <Meal MealCode="L"/>
                </MarketingCabin>
                <MarketingCabin CabinType="Business" RPH="2">
                    <Meal MealCode="L"/>
                </MarketingCabin>
                <MarketingCabin CabinType="Economy" RPH="3">
                    <Meal MealCode="L"/>
```

```xml
            </MarketingCabin>
            <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="5" RPH="1"/>
            <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="8" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="5" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="3" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="3" RPH="3"/>
        </FlightSegment>
    </OriginDestinationOption>
    <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-08-13T10:20:00" ArrivalDateTime="2003-08-13T11:13:00" StopQuantity="0" FlightNumber="112" JourneyDuration="P0Y0M0DT12H33M" SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
            <DepartureAirport LocationCode="LHR"/>
            <ArrivalAirport LocationCode="LAX"/>
            <Equipment AirEquipType="777" ChangeofGauge="false"/>
            <MarketingAirline CompanyShortName="UA"/>
            <MarketingCabin CabinType="First" RPH="1">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <MarketingCabin CabinType="Business" RPH="2">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <MarketingCabin CabinType="Economy" RPH="3">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="7" RPH="1"/>
            <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="7" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="6" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="4" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="4" RPH="3"/>
        </FlightSegment>
    </OriginDestinationOption>
    <OriginDestinationOption>
        <FlightSegment DepartureDateTime="2003-08-13T09:30:00" ArrivalDateTime="2003-08-13T11:35:00" StopQuantity="0" FlightNumber="22" JourneyDuration="P0Y0M0DT6H30M" SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
            <DepartureAirport LocationCode="LHR"/>
            <ArrivalAirport LocationCode="JFK"/>
            <Equipment AirEquipType="767" ChangeofGauge="false"/>
            <MarketingAirline CompanyShortName="BA"/>
            <MarketingCabin CabinType="First" RPH="1">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <MarketingCabin CabinType="Business" RPH="2">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <MarketingCabin CabinType="Economy" RPH="3">
                <Meal MealCode="L"/>
            </MarketingCabin>
            <BookingClassAvail ResBookDesigCode="F" ResBookDesigQuantity="4" RPH="1"/>
            <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="8" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="3" RPH="2"/>
            <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="9" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="7" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="7" RPH="3"/>
            <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="6" RPH="3"/>
        </FlightSegment>
        <FlightSegment DepartureDateTime="2003-08-13T14:00:00" ArrivalDateTime="2003-08-13T16:35:00" StopQuantity="0" FlightNumber="4632" JourneyDuration="P0Y0M0DT4H30M" SmokingAllowed="false" OnTimeRate="90" Ticket="Paper">
            <DepartureAirport LocationCode="JFK"/>
            <ArrivalAirport LocationCode="LAX"/>
```

```
                <OperatingAirline Code="US"/>
                <Equipment AirEquipType="744" ChangeofGauge="false"/>
                <MarketingAirline CompanyShortName="BA"/>
                <MarketingCabin CabinType="Business" RPH="1">
                    <Meal MealCode="L"/>
                </MarketingCabin>
                <MarketingCabin CabinType="Economy" RPH="2">
                    <Meal MealCode="S"/>
                </MarketingCabin>
                <BookingClassAvail ResBookDesigCode="C" ResBookDesigQuantity="4" RPH="2"/>
                <BookingClassAvail ResBookDesigCode="J" ResBookDesigQuantity="6" RPH="2"/>
                <BookingClassAvail ResBookDesigCode="Q" ResBookDesigQuantity="1" RPH="3"/>
                <BookingClassAvail ResBookDesigCode="V" ResBookDesigQuantity="8" RPH="3"/>
                <BookingClassAvail ResBookDesigCode="N" ResBookDesigQuantity="6" RPH="3"/>
                <BookingClassAvail ResBookDesigCode="Y" ResBookDesigQuantity="6" RPH="3"/>
            </FlightSegment>
        </OriginDestinationOption>
    </OriginDestinationOptions>
            </OTA_AirAvailRS>
```

4.2. OTA_AirBookRQ/RS

The Book Request message requests to book a specific itinerary for one or more identified passengers. The message contains optional pricing information, allowing the booking class availability and pricing to be rechecked as part of the booking process.

Optional request information can include:

- Seat and meal requests

- Special Service Requests (SSR), Other Service Information (OSI), Remarks

- Fulfillment information—payment, delivery details, type of ticket desired

If the booking was successful, the Book Response message contains the itinerary (including the directional indicator, status of the booking, and number of passengers), passenger and pricing information sent in the request, along with a booking reference number (PNR Locator) and ticketing information.

4.2.1. Use Case: Air Book

John Smith wants to fly from Washington D.C. to San Diego on American Airlines flight 150 on December 12 and return on flight 151 on December 14. He wants to book in Q class and would also like to be assigned seat 14C. He will need wheelchair assistance on the flight to San Diego and wants his ticket to be an e-ticket.

4.2.1.1. Event: Request

John's travel agent makes a request on his behalf to book the two flights.

OTA_AirBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
```

```xml
<OTA_AirBookRQ 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_AirBookRQ.xsd"
EchoToken="456789" TimeStamp="2003-08-17T09:30:47-05:00" Target="Production" Version="2.000"
SequenceNmbr="1" PrimaryLangID="en-us">
    <POS>
        <Source AgentSine="BSIA1234PM/GS" PseudoCityCode="DFW" ISOCountry="US"
ISOCurrency="USD" AirlineVendorID="AA" AirportCode="IAD">
            <RequestorID URL="http://provider1.org/OTAEngine" Type="14" ID="0507G4325"/>
            <BookingChannel Type="1" Primary="1"/>
        </Source>
    </POS>
    <AirItinerary>
        <OriginDestinationOptions>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-12-12T09:00:00" FlightNumber="150"
ResBookDesigCode="Q" NumberInParty="1">
                    <DepartureAirport LocationCode="IAD"/>
                    <ArrivalAirport LocationCode="SAN"/>
                    <MarketingAirline Code="AA"/>
                </FlightSegment>
                <FlightSegment DepartureDateTime="2003-12-14T12:40:00" FlightNumber="151"
ResBookDesigCode="Q" NumberInParty="1">
                    <DepartureAirport LocationCode="SAN"/>
                    <ArrivalAirport LocationCode="IAD"/>
                    <MarketingAirline Code="AA"/>
                </FlightSegment>
            </OriginDestinationOption>
        </OriginDestinationOptions>
    </AirItinerary>
    <TravelerInfo>
        <AirTraveler PassengerTypeCode="ADT">
            <ProfileRef>
                <UniqueID URL="http://www.usda.gov" Type="21" Instance="1999-02- 28T09:13:53"
ID="ID12345"/>
            </ProfileRef>
            <PersonName>
                <NamePrefix>Mr</NamePrefix>
                <GivenName>John</GivenName>
                <Surname>Smith</Surname>
                <NameTitle>M.D.</NameTitle>
            </PersonName>
            <Telephone AreaCityCode="703" PhoneNumber="555-5555"/>
            <Email EmailType="1">johnsmith@home.com </Email>
            <Address>
                <AddressLine>12 Main Street</AddressLine>
                <CityName>Dallas</CityName>
                <PostalCode>75000</PostalCode>
                <StateProv StateCode="TX"/>
                <CountryName Code="US"/>
            </Address>
            <CustLoyalty ProgramID="AA" MembershipID="Q56GTF"/>
            <Document DocIssueAuthority="US Passport Office" DocIssueLocation="Dallas"
DocID="T056736" DocType="2" Gender="Male" BirthDate="1967-08-13" EffectiveDate="1997-08-13"
ExpireDate="2007-08-13">
                <DocHolderName>John Smith</DocHolderName>
            </Document>
            <TravelerRefNumber/>
        </AirTraveler>
        <SpecialReqDetails>
            <SeatRequests>
                <SeatRequest SeatNumber="14C" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
                </SeatRequest>
            </SeatRequests>
            <SpecialServiceRequests>
```

```xml
                <SpecialServiceRequest SSRCode="WCHR" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
                    <Airline> CompanyShortName="AA"</Airline>
                </SpecialServiceRequest>
            </SpecialServiceRequests>
        </SpecialReqDetails>
    </TravelerInfo>
    <Ticketing TicketType="eTicket"/>
</OTA_AirBookRQ>
```

4.2.1.2. Event: Response

The travel agent receives a response that echoes back the information sent in the request and also returns the American Airline booking reference and a date by which time the booking must be ticketed.

OTA_AirBookRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirBookRS 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_AirBookRS.xsd"
EchoToken="456789" TimeStamp="2003-08-17T09:30:47-05:00" Target="Production" Version="2.000"
SequenceNmbr="1" PrimaryLangID="en-us">
    <Success/>
    <AirReservation BookingReferenceID="L8CD23">
        <AirItinerary DirectionInd="Circle">
            <OriginDestinationOptions>
                <OriginDestinationOption>
                    <FlightSegment DepartureDateTime="2003-12-12T09:00:00" ArrivalDateTime="2003-12-
12T14:35:00" RPH="1" FlightNumber="150" ResBookDesigCode="Q" ActionCode="OK" NumberInParty="1">
                        <DepartureAirport LocationCode="IAD"/>
                        <ArrivalAirport LocationCode="SAN"/>
                        <Equipment AirEquipType="767"/>
                        <MarketingAirline Code="AA"/>
                    </FlightSegment>
                </OriginDestinationOption>
                <OriginDestinationOption>
                    <FlightSegment DepartureDateTime="2003-12-14T12:40:00" ArrivalDateTime="2003-12-
14T14:35:00" RPH="2" FlightNumber="151" ResBookDesigCode="Q" ActionCode="OK" NumberInParty="1">
                        <DepartureAirport LocationCode="SAN"/>
                        <ArrivalAirport LocationCode="IAD"/>
                        <Equipment AirEquipType="767"/>
                        <MarketingAirline Code="AA"/>
                    </FlightSegment>
                </OriginDestinationOption>
            </OriginDestinationOptions>
        </AirItinerary>
        <TravelerInfo>
            <AirTraveler PassengerTypeCode="ADT">
                <ProfileRef>
                    <UniqueID URL="http://www.usda.gov" Type="21" Instance="1999-02- 28T09:13:53"
ID="ID12345"/>
                </ProfileRef>
                <PersonName>
                    <NamePrefix>Mr</NamePrefix>
                    <GivenName>John</GivenName>
                    <Surname>Smith</Surname>
                    <NameTitle>M.D.</NameTitle>
                </PersonName>
                <Telephone AreaCityCode="703" PhoneNumber="555-5555"/>
                <Email EmailType="1">johnsmith@home.com </Email>
                <Address>
```

```
            <AddressLine>12 Main Street</AddressLine>
            <CityName>Dallas</CityName>
            <PostalCode>75000</PostalCode>
            <StateProv StateCode="TX"/>
            <CountryName Code="US"/>
        </Address>
        <CustLoyalty ProgramID="AA" MembershipID="Q56GTF"/>
        <Document DocIssueAuthority="US Passport Office" DocIssueLocation="Dallas"
DocID="T056736" DocType="2" Gender="Male" BirthDate="1967-08-13" EffectiveDate="1997-08-13"
ExpireDate="2007-08-13">
            <DocHolderName>John Smith</DocHolderName>
        </Document>
        <TravelerRefNumber/>
    </AirTraveler>
    <SpecialReqDetails>
        <SeatRequests>
            <SeatRequest SeatNumber="14C" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
        </SeatRequest>
        </SeatRequests>
        <SpecialServiceRequests>
            <SpecialServiceRequest SSRCode="WCHR" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="1">
                <Airline> CompanyShortName="AA"</Airline>
            </SpecialServiceRequest>
        </SpecialServiceRequests>
    </SpecialReqDetails>
</TravelerInfo>
<Ticketing TicketType="eTicket" TicketTimeLimit="2003-09-10T00:00:00"/>
</AirReservation>
</OTA_AirBookRS>
```

4.3. OTA_AirFlifoRQ/RS

The AirFlifo message is a request for updated information on the operation of a
specific airline flight. The request requires the airline, flight number and
departure date. The departure and arrival airport locations can be also be
included.

The AirFlifo response includes real-time flight departure and arrival information.
The following flight operation data is included in the response:

- Departure airport

- Arrival airport

- Marketing and operating airline names, when applicable

- Flight number

- Type of equipment

- Status of current operation

- Reason for delay or cancellation

- Airport location for diversion of flight

- Current departure and arrival date and time

- Scheduled departure and arrival date and time

- Duration of flight

- Flight mileage
- Baggage claim location

4.3.1. Use Case: Air Flight Information Request

John Smith has to pickup Mike Jones at the Atlanta airport. Mr. Jones is arriving on Delta flight 1644 from Indianapolis. Prior to leaving for the airport, John uses his office computer checking to see if the flight is on time.

In response to John's request, Delta provides arrival information on Delta flight 1644. John determines that the flight is running 4 minutes early and is due to arrive in Atlanta at 10:26am. John is now able to determine when he needs to leave to pickup Mike.

4.3.1.1. Event: Request

John Smith requests arrival information on Delta's flight 1644 on December 3, 2003.

OTA_AirFlifoRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ 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_AirFlifoRQ.xsd" EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <Airline Code="DL"/>
    <FlightNumber>1644</FlightNumber>
    <DepartureDate>2003-04-01</DepartureDate>
</OTA_AirFlifoRQ>
```

4.3.1.2. Event: Response

John Smith gets a response back, giving him the arrival time for Delta's flight 1644.

OTA_AirFlifoRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="533575" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" 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_AirFlifoRS.xsd">
    <Success/>
    <FlightInfoDetails TotalFlightTime="PT3H38M" TotalMiles="734">
        <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H33M" LegDistance="432">
            <DepartureAirport LocationCode="IND"/>
            <ArrivalAirport LocationCode="ATL" Diversion="0"/>
            <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
            <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
            <DepartureDateTime Scheduled="2003-04-01T08:30:00" Actual="2003-04-01T08:30:00"/>
            <ArrivalDateTime Scheduled="2003-04-01T10:30:00" Estimated="2003-04-01T10:26:00"/>
        </FlightLegInfo>
        <FlightLegInfo FlightNumber="1644" JourneyDuration="PT1H13M" LegDistance="302">
            <DepartureAirport LocationCode="ATL"/>
```

```xml
            <ArrivalAirport LocationCode="MOB" Diversion="0"/>
            <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
            <Equipment AirEquipType="M80">McDonnell Douglas MD-88</Equipment>
            <DepartureDateTime Scheduled="2003-04-01T12:55:00"/>
            <ArrivalDateTime Scheduled="2003-04-01T01:08:00"/>
        </FlightLegInfo>
    </FlightInfoDetails>
</OTA_AirFlifoRS>
```

4.3.2. Use Case: Air Flight Information Request, Wireless Response

Tim Johnson has to catch Delta flight 1716 from Atlanta to Minneapolis for a very important meeting. Due to weather conditions in Minneapolis, he wishes to be notified of his flight status. He uses his office computer to register for flight notifications. He elects to receive the notifications via his pager.

In response to Tim Johnson's request, Delta sends a notification to his pager prior to his departure. This message advises him that flight 1716 from Atlanta to Minneapolis is on time and is departing at 8:05a.m.

(AirFlifo messages provide the foundation for Flight Notifications. The above preferences could be held in an intelligent application that would send the AirFlifoRQ to a system and use an AirFlifoRS to determine if a customer should be sent a notification.)

4.3.2.1. Event: Request

Tim Johnson requests the flight status for his Delta flight 1716 from Atlanta to Minneapolis.

OTA_AirFlifoRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRQ 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_AirFlifoRQ.xsd" EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1">
    <Airline Code="DL"/>
    <FlightNumber>1716</FlightNumber>
    <DepartureDate>2003-04-15</DepartureDate>
    <DepartureAirport LocationCode="ATL"/>
    <ArrivalAirport LocationCode="MSP"/>
</OTA_AirFlifoRQ>
```

4.3.2.2. Event: Response

Delta sends back a response to Tim Johnson's pager, giving him the flight status.

OTA_AirFlifoRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirFlifoRS EchoToken="566732" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" 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_AirFlifoRS.xsd">
    <Success/>
    <FlightInfoDetails TotalFlightTime="PT2H38M" TotalMiles="907">
        <FlightLegInfo FlightNumber="1716" JourneyDuration="PT2H38M" LegDistance="907">
            <DepartureAirport LocationCode="ATL"/>
            <ArrivalAirport LocationCode="MSP" Diversion="0"/>
            <MarketingAirline CompanyShortName="Delta" Code="DL">Delta Airlines</MarketingAirline>
            <Equipment AirEquipType="738">Boeing 737-800</Equipment>
            <DepartureDateTime Scheduled="2003-04-15T08:05:00"/>
            <ArrivalDateTime Scheduled="2003-04-15T09:43:00" Estimated="2003-04-15T09:43:00"/>
        </FlightLegInfo>
    </FlightInfoDetails>
</OTA_AirFlifoRS>
```

4.4.   OTA_AirDetailsRQ/RS

The Air Details Request message requests flight leg and codeshare information for a specific flight on a specific date between a city pair.

The Air Details Response message contains airline, arrival and departure times, equipment, meal, and duration information (total and ground) for each leg of a flight. It also contains codeshare information, on time percentage, and electronic ticketing eligibility.

4.4.1.   Use Case: Air Details

A passenger wants to find out the details of a flight he wants to book.

4.4.1.1. Event: Request

The passenger's travel agent sends a request for the details of flight DL194.

OTA_AirDetailsRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirDetailsRQ 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_AirDetailsRQ.xsd" EchoToken="533675" TimeStamp="2003-10-17T09:30:47-05:00"
Target="Production" Version="1.001" SequenceNmbr="1">
    <POS>
        <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
            <RequestorID Type="5" ID="248954"/>
            <BookingChannel Type="1" Primary="1"/>
        </Source>
    </POS>
    <Airline Code="DL"/>
    <FlightNumber>194</FlightNumber>
    <DepartureAirport LocationCode="ATL">
    </DepartureAirport>
    <ArrivalAirport LocationCode="BOS">
    </ArrivalAirport>
    <DepartureDate>2003-12-13</DepartureDate>
</OTA_AirDetailsRQ>
```

4.4.1.2. Event: Response

A response is received from the airline.

OTA_AirDetailsRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirDetailsRQ 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_AirDetailsRQ.xsd" EchoToken="533675" TimeStamp="2003-10-17T09:30:47-05:00"
Target="Production" Version="1.001" SequenceNmbr="1">
    <POS>
        <Source AgentSine="42960012" PseudoCityCode="ATL" ISOCountry="US" AirlineVendorID="1P">
            <RequestorID Type="5" ID="248954"/>
            <BookingChannel Type="1" Primary="1"/>
        </Source>
    </POS>
    <Airline Code="DL"/>
    <FlightNumber>194</FlightNumber>
    <DepartureAirport LocationCode="ATL">
    </DepartureAirport>
    <ArrivalAirport LocationCode="BOS">
    </ArrivalAirport>
    <DepartureDate>2003-12-13</DepartureDate>
</OTA_AirDetailsRQ>
```

4.5. OTA_AirLowFareSearchRQ/RS

The Low Fare Search Request message requests priced itinerary options for flights between specific city pairs on certain dates for specific numbers and types of passengers. Optional request information can include:

- Time / Time Window

- Connecting cities.

- Client Preferences (airlines, cabin, flight types etc.)

- Flight type (nonstop or direct)

- Number of itinerary options desired

The Low Fare Search Response message contains a number of 'Priced Itinerary' options. Each includes:

- A set of available flights matching the client's request.

- Pricing information including taxes and full fare breakdown for each passenger type

- Ticketing information—ticket advisory information and ticketing time limits.

- Fare basis codes and the information necessary to make a rules entry.

4.5.1. Use Case: Air Low Fare Search 1

Sam Jones is starting to plan his summer vacation to the Grand Canyon. He will be departing from Washington Dulles International Airport, and flying into Flagstaff, AZ. Since he is planning to go in June and it is only November, he does not want to make a financial commitment yet. However, he is willing to

hold reservations for his trip. He does not want any fares returned that require ticket restrictions after reservations are made. He also knows he wants to spend at least 2 weeks at his destination, so he does not want any fares returned with maximum stays less than 14 days. Once the ticket is purchased there should be no changes in these plans.

4.5.1.1. Event: Request

Sam accesses a travel website and sends a message requesting flights from Washington Dulles to Flagstaff, AZ for travel in June. His message also gives specifics concerning the type of fares in which he is interested.

OTA_AirLowFareSearchRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRQ EchoToken="50987" TimeStamp="2003-11-19T19:44:10-05:00"
Target="Production" SequenceNmbr="1" 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_AirLowFareSearchRQ.xsd" Version="2.000">
    <POS>
        <Source>
            <RequestorID Type="18" ID="01235"/>
        </Source>
    </POS>
    <OriginDestinationInformation>
        <DepartureDateTime>2004-06-05T10:00:00-05:00</DepartureDateTime>
        <OriginLocation LocationCode="IAD"/>
        <DestinationLocation LocationCode="FLG"/>
    </OriginDestinationInformation>
    <OriginDestinationInformation>
        <DepartureDateTime>2004-06-27T10:00:00-05:00</DepartureDateTime>
        <OriginLocation LocationCode="FLG"/>
        <DestinationLocation LocationCode="IAD"/>
    </OriginDestinationInformation>
    <TravelPreferences>
        <FareRestrictPref>
            <AdvResTicketing AdvTicketingInd="false">
                <AdvTicketing/>
            </AdvResTicketing>
            <StayRestrictions StayRestrictionsInd="true">
                <MinimumStay/>
                <MaximumStay MaxStay="14" StayUnit="Days"/>
            </StayRestrictions>
        </FareRestrictPref>
    </TravelPreferences>
    <TravelerInfoSummary>
        <AirTravelerAvail>
            <PassengerTypeQuantity Code="ADT" Quantity="1"/>
        </AirTravelerAvail>
    </TravelerInfoSummary>
</OTA_AirLowFareSearchRQ>
```

4.5.1.2. Event: Response

The response returns 3 pricing options with fare amounts and fare rule information.

OTA_AirLowFareSearchRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRS EchoToken="53468" TimeStamp="2003-11-19T19:44:17-05:00"
Target="Production" SequenceNmbr="1" 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_AirLowFareSearchRS.xsd" Version="2.000">
    <Success/>
    <PricedItineraries>
        <PricedItinerary SequenceNumber="1">
            <AirItineraryPricingInfo>
                <ItinTotalFare>
                    <BaseFare Amount="256.75" CurrencyCode="USD"/>
                    <TotalFare Amount="285.00" CurrencyCode="USD"/>
                </ItinTotalFare>
                <FareInfos>
                    <FareInfo>
                        <FareReference> "K"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromDepartPeriod="21" FromDepartUnit="Days"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
                            <LengthOfStayRules>
                                <MinimumStay MinStay="14" StayUnit="Days"/>
                                <MaximumStay ReturnType="C" MaxStay="30" StayUnit="Days"/>
                            </LengthOfStayRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="true">
                                    <Penalty Percent="100"/>
                                </VoluntaryChanges>
                            </ChargesRules>
                        </RuleInfo>
                        <FilingAirline>HP</FilingAirline>
                        <DepartureAirport LocationCode="IAD"/>
                        <ArrivalAirport LocationCode="FLG"/>
                    </FareInfo>
                    <FareInfo>
                        <FareReference> "H"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromDepartPeriod="21" FromDepartUnit="Days"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
                            <LengthOfStayRules>
                                <MinimumStay MinStay="14" StayUnit="Days"/>
                                <MaximumStay ReturnType="C" MaxStay="30" StayUnit="Days"/>
                            </LengthOfStayRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="true">
                                    <Penalty Percent="100"/>
                                </VoluntaryChanges>
                            </ChargesRules>
                        </RuleInfo>
                        <FilingAirline>HP</FilingAirline>
                        <DepartureAirport LocationCode="FLG"/>
                        <ArrivalAirport LocationCode="IAD"/>
                    </FareInfo>
                </FareInfos>
            </AirItineraryPricingInfo>
        </PricedItinerary>
        <PricedItinerary SequenceNumber="2">
```

```xml
<AirItineraryPricingInfo>
    <ItinTotalFare>
        <BaseFare Amount="337.46" CurrencyCode="USD" />
        <TotalFare Amount="375.00" CurrencyCode="USD" />
    </ItinTotalFare>
    <FareInfos>
        <FareInfo>
            <FareReference> "Q"</FareReference>
            <RuleInfo>
                <ResTicketingRules>
                    <AdvResTicketing AdvTicketingInd="true">
                        <AdvTicketing FromDepartPeriod="14" FromDepartUnit="Days"/>
                    </AdvResTicketing>
                </ResTicketingRules>
                <LengthOfStayRules>
                    <MinimumStay MinStay="7" StayUnit="Days"/>
                    <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
                </LengthOfStayRules>
                <ChargesRules>
                    <VoluntaryChanges VolChangeInd="true">
                        <Penalty Percent="50"/>
                    </VoluntaryChanges>
                </ChargesRules>
            </RuleInfo>
            <FilingAirline>NW</FilingAirline>
            <DepartureAirport LocationCode="IAD"/>
            <ArrivalAirport LocationCode="FLG"/>
        </FareInfo>
        <FareInfo>
            <FareReference> "Q"</FareReference>
            <RuleInfo>
                <ResTicketingRules>
                    <AdvResTicketing AdvTicketingInd="true">
                        <AdvTicketing FromDepartPeriod="14" FromDepartUnit="Days"/>
                    </AdvResTicketing>
                </ResTicketingRules>
                <LengthOfStayRules>
                    <MinimumStay MinStay="7" StayUnit="Days"/>
                    <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
                </LengthOfStayRules>
                <ChargesRules>
                    <VoluntaryChanges VolChangeInd="true">
                        <Penalty Percent="50"/>
                    </VoluntaryChanges>
                </ChargesRules>
            </RuleInfo>
            <FilingAirline>NW</FilingAirline>
            <DepartureAirport LocationCode="FLG"/>
            <ArrivalAirport LocationCode="IAD"/>
        </FareInfo>
    </FareInfos>
</AirItineraryPricingInfo>
</PricedItinerary>
<PricedItinerary SequenceNumber="3">
    <AirItineraryPricingInfo>
        <ItinTotalFare>
            <BaseFare Amount="681.75" CurrencyCode="USD" />
            <TotalFare Amount="757.00" CurrencyCode="USD" />
        </ItinTotalFare>
        <FareInfos>
            <FareInfo>
                <FareReference> "Y"</FareReference>
                <RuleInfo>
                    <ResTicketingRules>
                        <AdvResTicketing AdvTicketingInd="false"/>
                    </ResTicketingRules>
```

```
                                  <ChargesRules>
                                      <VoluntaryChanges VolChangeInd="true"/>
                                  </ChargesRules>
                              </RuleInfo>
                              <FilingAirline>UA</FilingAirline>
                              <DepartureAirport LocationCode="IAD"/>
                              <ArrivalAirport LocationCode="FLG"/>
                          </FareInfo>
                          <FareInfo>
                              <FareReference> "Y"</FareReference>
                              <RuleInfo>
                                  <ResTicketingRules>
                                      <AdvResTicketing AdvTicketingInd="false">
                                      </AdvResTicketing>
                                  </ResTicketingRules>
                                  <ChargesRules>
                                      <VoluntaryChanges VolChangeInd="true"/>
                                  </ChargesRules>
                              </RuleInfo>
                              <FilingAirline>UA</FilingAirline>
                              <DepartureAirport LocationCode="IAD"/>
                              <ArrivalAirport LocationCode="FLG"/>
                          </FareInfo>
                      </FareInfos>
                  </AirItineraryPricingInfo>
              </PricedItinerary>
          </PricedItineraries>
</OTA_AirLowFareSearchRS>
```

4.5.2. Use Case: Air Low Fare Search 2

It is October 18, 2003, and Sam Jones is firming up a business trip that will begin
two weeks from today. He will be traveling from New York to Chicago, and then
onto Los Angeles before returning to New York. He's hoping some round trip or
advance purchase fares will reduce the cost. Since the business plans can change,
he does not want any penalties for making changes. He also does not want any
minimum stay dictating when he must commence his return from either of these
cities. If he finishes his business in both cities in 3 days, he does not want a fare
that would require he spend seven days in either city before he could return. He
also knows that the trip will not take any longer than 2 weeks.

4.5.2.1. Event: Request

Using a travel website, Sam sends a message requesting fares for a trip from New
York to Chicago and then on to Los Angeles and finally returning home to New
York. He also specifies fare type criteria.

OTA_AirLowFareSearchRQ2.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRQ EchoToken="75834" TimeStamp="2003-10-18T10:23:38-05:00"
Target="Production" SequenceNmbr="1" 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_AirLowFareSearchRQ.xsd" Version="2.000">
    <POS>
        <Source>
            <RequestorID Type="18" ID="01235"/>
        </Source>
```

```xml
            </POS>
            <OriginDestinationInformation>
                <DepartureDateTime>2003-11-01T18:00:00</DepartureDateTime>
                <OriginLocation LocationCode="JFK"/>
                <DestinationLocation LocationCode="CHI"/>
            </OriginDestinationInformation>
            <OriginDestinationInformation>
                <DepartureDateTime>2003-11-05T15:00:00</DepartureDateTime>
                <OriginLocation LocationCode="CHI"/>
                <DestinationLocation LocationCode="LAX"/>
            </OriginDestinationInformation>
            <OriginDestinationInformation>
                <DepartureDateTime>2003-11-15T10:00:00</DepartureDateTime>
                <OriginLocation LocationCode="LAX"/>
                <DestinationLocation LocationCode="JFK"/>
            </OriginDestinationInformation>
            <TravelPreferences>
                <FareRestrictPref>
                    <AdvResTicketing AdvTicketingInd="false">
                        <AdvTicketing/>
                    </AdvResTicketing>
                    <StayRestrictions StayRestrictionsInd="true">
                        <MinimumStay MinStay="1" StayUnit="Days"/>
                        <MaximumStay MaxStay="14" StayUnit="Days"/>
                    </StayRestrictions>
                </FareRestrictPref>
            </TravelPreferences>
            <TravelerInfoSummary>
                <AirTravelerAvail>
                    <PassengerTypeQuantity/>
                </AirTravelerAvail>
            </TravelerInfoSummary>
</OTA_AirLowFareSearchRQ>
```

4.5.2.2. Event: Response

The response returns 3 pricing options with fare rules for each.

OTA_AirLowFareSearchRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirLowFareSearchRS EchoToken="77583" TimeStamp="2003-10-18T10:23:47-05:00"
Target="Production" SequenceNmbr="1" 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_AirLowFareSearchRS.xsd" Version="2.000">
    <Success/>
    <PricedItineraries>
        <PricedItinerary SequenceNumber="1">
            <AirItineraryPricingInfo>
                <ItinTotalFare>
                    <BaseFare Amount="523.25" CurrencyCode="USD"/>
                    <TotalFare Amount="588.00" CurrencyCode="USD"/>
                </ItinTotalFare>
                <FareInfos>
                    <FareInfo>
                        <FareReference> "L"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
```

```xml
                    <LengthOfStayRules>
                        <MinimumStay MinStay="1" StayUnit="Hours"/>
                        <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
                    </LengthOfStayRules>
                    <ChargesRules>
                        <VoluntaryChanges VolChangeInd="false"/>
                    </ChargesRules>
                </RuleInfo>
                <FilingAirline>CO</FilingAirline>
                <DepartureAirport LocationCode="EWR"/>
                <ArrivalAirport LocationCode="CHI"/>
            </FareInfo>
            <FareInfo>
                <FareReference> "L"</FareReference>
                <RuleInfo>
                    <ResTicketingRules>
                        <AdvResTicketing AdvTicketingInd="true">
                            <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
                        </AdvResTicketing>
                    </ResTicketingRules>
                    <LengthOfStayRules>
                        <MinimumStay MinStay="1" StayUnit="Hours"/>
                        <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
                    </LengthOfStayRules>
                    <ChargesRules>
                        <VoluntaryChanges VolChangeInd="false"/>
                    </ChargesRules>
                </RuleInfo>
                <FilingAirline>CO</FilingAirline>
                <DepartureAirport LocationCode="CHI"/>
                <ArrivalAirport LocationCode="LAX"/>
            </FareInfo>
            <FareInfo>
                <FareReference> "L"</FareReference>
                <RuleInfo>
                    <ResTicketingRules>
                        <AdvResTicketing AdvTicketingInd="true">
                            <AdvTicketing FromResPeriod="24" FromResUnit="Hours"/>
                        </AdvResTicketing>
                    </ResTicketingRules>
                    <LengthOfStayRules>
                        <MinimumStay MinStay="1" StayUnit="Hours"/>
                        <MaximumStay ReturnType="C" MaxStay="14" StayUnit="Days"/>
                    </LengthOfStayRules>
                    <ChargesRules>
                        <VoluntaryChanges VolChangeInd="false"/>
                    </ChargesRules>
                </RuleInfo>
                <FilingAirline>CO</FilingAirline>
                <DepartureAirport LocationCode="LAX"/>
                <ArrivalAirport LocationCode="EWR"/>
            </FareInfo>
        </FareInfos>
    </AirItineraryPricingInfo>
</PricedItinerary>
<PricedItinerary SequenceNumber="2">
    <AirItineraryPricingInfo>
        <ItinTotalFare>
            <BaseFare Amount="722.79" CurrencyCode="USD"/>
            <TotalFare Amount="802.00" CurrencyCode="USD"/>
        </ItinTotalFare>
        <FareInfos>
            <FareInfo>
                <FareReference> "H"</FareReference>
                <RuleInfo>
                    <ResTicketingRules>
```

```xml
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="false"/>
                            </ChargesRules>
                        </RuleInfo>
                        <FilingAirline>DL</FilingAirline>
                        <DepartureAirport LocationCode="JFK"/>
                        <ArrivalAirport LocationCode="CHI"/>
                    </FareInfo>
                    <FareInfo>
                        <FareReference> "H"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="false">
                                </VoluntaryChanges>
                            </ChargesRules>
                        </RuleInfo>
                        <FilingAirline>DL</FilingAirline>
                        <DepartureAirport LocationCode="CHI"/>
                        <ArrivalAirport LocationCode="LAX"/>
                    </FareInfo>
                    <FareInfo>
                        <FareReference> "Q"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="true">
                                    <AdvTicketing FromDepartPeriod="7" FromDepartUnit="Days"/>
                                </AdvResTicketing>
                            </ResTicketingRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="false">
                                </VoluntaryChanges>
                            </ChargesRules>
                        </RuleInfo>
                        <FilingAirline>DL</FilingAirline>
                        <DepartureAirport LocationCode="LAX"/>
                        <ArrivalAirport LocationCode="JFK"/>
                    </FareInfo>
                </FareInfos>
            </AirItineraryPricingInfo>
        </PricedItinerary>
        <PricedItinerary SequenceNumber="3">
            <AirItineraryPricingInfo>
                <ItinTotalFare>
                    <BaseFare Amount="2062.32" CurrencyCode="USD"/>
                    <TotalFare Amount="2245.50" CurrencyCode="USD"/>
                </ItinTotalFare>
                <FareInfos>
                    <FareInfo>
                        <FareReference> "Y26"</FareReference>
                        <RuleInfo>
                            <ResTicketingRules>
                                <AdvResTicketing AdvTicketingInd="false"/>
                            </ResTicketingRules>
                            <ChargesRules>
                                <VoluntaryChanges VolChangeInd="false">
                                    <Penalty Amount="10.00" CurrencyCode="USD"/>
                                </VoluntaryChanges>
```

```xml
                              </ChargesRules>
                          </RuleInfo>
                          <FilingAirline>AA</FilingAirline>
                          <DepartureAirport LocationCode="JFK"/>
                          <ArrivalAirport LocationCode="CHI"/>
                     </FareInfo>
                     <FareInfo>
                          <FareReference> "Y26"</FareReference>
                          <RuleInfo>
                              <ResTicketingRules>
                                   <AdvResTicketing AdvTicketingInd="false"/>
                              </ResTicketingRules>
                              <ChargesRules>
                                   <VoluntaryChanges VolChangeInd="false"/>
                              </ChargesRules>
                          </RuleInfo>
                          <FilingAirline>AA</FilingAirline>
                          <DepartureAirport LocationCode="CHI"/>
                          <ArrivalAirport LocationCode="LAX"/>
                     </FareInfo>
                     <FareInfo>
                          <FareReference> "Y"</FareReference>
                          <RuleInfo>
                              <ResTicketingRules>
                                   <AdvResTicketing AdvTicketingInd="false">
                                   </AdvResTicketing>
                              </ResTicketingRules>
                              <ChargesRules>
                                   <VoluntaryChanges VolChangeInd="false"/>
                              </ChargesRules>
                          </RuleInfo>
                          <FilingAirline>AA</FilingAirline>
                          <DepartureAirport LocationCode="LAX"/>
                          <ArrivalAirport LocationCode="JFK"/>
                     </FareInfo>
                 </FareInfos>
             </AirItineraryPricingInfo>
         </PricedItinerary>
     </PricedItineraries>
</OTA_AirLowFareSearchRS>
```

4.6.   OTA_AirPriceRQ/RS

The Air Price Request message requests pricing information for specific flights on certain dates for a specific number and type of passengers. Optional information in the message allows fare restriction preferences and negotiated fare contract codes to be included.

The pricing request contains the information necessary to perform an availability / sell from availability / price series of entries on an airline CRS or GDS.

The Pricing Response message contains a 'Priced Itinerary'. This includes:

- The set of flights sent in the Pricing request message

- Pricing information including taxes and full fare breakdown for each passenger type

- Ticketing information

- Fare Basis Codes and the information necessary to make a Fare Rules entry.

4.6.1. Use Case: Air Price

Mickey Mouse has booked flights from Atlanta to Los Angeles and then on to Honolulu. He now wants to price this itinerary so he requests that the itinerary be priced.

4.6.1.1. Event: Request

Mickey's travel agent sends a request to price the itinerary.

OTA_AirPriceRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirPriceRQ 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_AirPriceRQ.xsd" EchoToken="36732" TimeStamp="2003-11-14T10:30:00" Target="Production"
Version="2.000" SequenceNmbr="284" PrimaryLangID="en">
    <POS>
        <Source AgentSine="2BB" PseudoCityCode="ATL" ISOCountry="US" ISOCurrency="USD"
AirlineVendorID="1P">
            <RequestorID Type="5" ID="35896241"/>
            <BookingChannel Type="1"/>
        </Source>
    </POS>
    <AirItinerary DirectionInd="Circle">
        <OriginDestinationOptions>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-12-12T12:50:00" ArrivalDateTime="2003-12-
12T14:34:00" StopQuantity="0" FlightNumber="242" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                    <DepartureAirport LocationCode="ATL"/>
                    <ArrivalAirport LocationCode="LAX"/>
                    <MarketingAirline Code="DL"/>
                </FlightSegment>
            </OriginDestinationOption>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-12-12T15:30:00" ArrivalDateTime="2003-12-
12T19:15:00" StopQuantity="0" FlightNumber="1579" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                    <DepartureAirport LocationCode="LAX"/>
                    <ArrivalAirport LocationCode="HNL"/>
                    <MarketingAirline Code="DL"/>
                </FlightSegment>
            </OriginDestinationOption>
            <OriginDestinationOption>
                <FlightSegment DepartureDateTime="2003-12-20T22:00:00" ArrivalDateTime="2003-12-
21T05:05:00" StopQuantity="0" FlightNumber="1852" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="1">
                    <DepartureAirport LocationCode="HNL"/>
                    <ArrivalAirport LocationCode="LAX"/>
                    <MarketingAirline Code="DL"/>
                </FlightSegment>
            </OriginDestinationOption>
            <OriginDestinationOption>
```

```xml
            <FlightSegment DepartureDateTime="2003-12-21T06:00:00" ArrivalDateTime="2003-12-
21T13:03:00" StopQuantity="0" FlightNumber="744" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="1">
                    <DepartureAirport LocationCode="LAX"/>
                    <ArrivalAirport LocationCode="ATL"/>
                    <MarketingAirline Code="DL"/>
            </FlightSegment>
        </OriginDestinationOption>
    </OriginDestinationOptions>
</AirItinerary>
<TravelerInfoSummary>
    <AirTravelerAvail>
        <PassengerTypeQuantity Code="ADT" Quantity="1"/>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <GivenName>Mickey</GivenName>
                <Surname>Mouse</Surname>
            </PersonName>
            <TravelerRefNumber RPH="1"/>
        </AirTraveler>
    </AirTravelerAvail>
</TravelerInfoSummary>
</OTA_AirPriceRQ>
```

4.6.1.2. Event: Response

A response is received with the itinerary priced.

OTA_AirPriceRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>

<OTA_AirPriceRS 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_AirPriceRS.xsd" EchoToken="36732" TimeStamp="2003-11-14T10:30:00" Target="Production"
Version="2.000" SequenceNmbr="285" PrimaryLangID="en">
    <Success/>
    <PricedItineraries>
        <PricedItinerary SequenceNumber="1">
            <AirItinerary DirectionInd="Circle">
                <OriginDestinationOptions>
                    <OriginDestinationOption>
                        <FlightSegment DepartureDateTime="2003-12-12T12:50:00" ArrivalDateTime="2003-
12-12T14:34:00" StopQuantity="0" FlightNumber="242" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                            <DepartureAirport LocationCode="ATL"/>
                            <ArrivalAirport LocationCode="LAX"/>
                            <MarketingAirline Code="DL"/>
                        </FlightSegment>
                    </OriginDestinationOption>
                    <OriginDestinationOption>
                        <FlightSegment DepartureDateTime="2003-12-12T15:30:00" ArrivalDateTime="2003-
12-12T19:15:00" StopQuantity="0" FlightNumber="1579" ResBookDesigCode="L" ActionCode="OK"
NumberInParty="2">
                            <DepartureAirport LocationCode="LAX"/>
                            <ArrivalAirport LocationCode="HNL"/>
                            <MarketingAirline Code="DL"/>
                        </FlightSegment>
                    </OriginDestinationOption>
                    <OriginDestinationOption>
```

```xml
            <FlightSegment DepartureDateTime="2003-12-20T22:00:00" ArrivalDateTime="2003-12-21T05:05:00" StopQuantity="0" FlightNumber="1852" ResBookDesigCode="L" ActionCode="OK" NumberInParty="2">
                <DepartureAirport LocationCode="HNL"/>
                <ArrivalAirport LocationCode="LAX"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </OriginDestinationOption>
        <OriginDestinationOption>
            <FlightSegment DepartureDateTime="2003-12-21T06:00:00" ArrivalDateTime="2003-12-21T13:03:00" StopQuantity="0" FlightNumber="744" ResBookDesigCode="L" ActionCode="OK" NumberInParty="2">
                <DepartureAirport LocationCode="LAX"/>
                <ArrivalAirport LocationCode="ATL"/>
                <MarketingAirline Code="DL"/>
            </FlightSegment>
        </OriginDestinationOption>
    </OriginDestinationOptions>
</AirItinerary>
<AirItineraryPricingInfo PricingSource="Published">
    <ItinTotalFare NegotiatedFare="false">
        <BaseFare Amount="783.88" CurrencyCode="USD"/>
        <Taxes>
            <Tax TaxCode="US" Amount="38.72" CurrencyCode="USD"/>
            <Tax TaxCode="AY" Amount="10.00" CurrencyCode="USD"/>
            <Tax TaxCode="ZP" Amount="12.00" CurrencyCode="USD"/>
            <Tax TaxCode="XF" Amount="13.50" CurrencyCode="USD"/>
        </Taxes>
        <TotalFare Amount="858.10" CurrencyCode="USD"/>
    </ItinTotalFare>
    <FareInfos>
        <FareInfo NegotiatedFare="false">
            <DepartureDate>2003-12-12T00:00:00</DepartureDate>
            <FareReference>LLPE30N</FareReference>
            <RuleInfo>
                <ResTicketingRules>
                    <AdvResTicketing AdvResInd="false">
                        <AdvTicketing FromResTimeOfDay="2003-11-15T24:00:00"/>
                    </AdvResTicketing>
                </ResTicketingRules>
                <LengthOfStayRules StayRestrictionsInd="true">
                    <MinimumStay MinStay="4" StayUnit="Days"/>
                    <MaximumStay MaxStay="30" StayUnit="Days"/>
                </LengthOfStayRules>
            </RuleInfo>
            <FilingAirline Code="DL"/>
            <DepartureAirport LocationCode="ATL"/>
            <ArrivalAirport LocationCode="ATL"/>
        </FareInfo>
    </FareInfos>
</AirItineraryPricingInfo>
        </PricedItinerary>
    </PricedItineraries>
</OTA_AirPriceRS>
```

4.7.   OTA_AirRulesRQ/RS

The Rules Request message requests text rules for a specific fare basis code for an airline and city pair on a specific date. Optional information allows negotiated fare contract codes to be included in the request.

The Rules Response message contains a set of text (human readable) rule information paragraphs. Each paragraph is identified by a rule code.

4.7.1. Use Case: Air Rules

A customer has priced itinerary for Atlanta to Seattle and now wants to see the rules associated with the fare basis code UE140PN.

4.7.1.1. Event: Request

The customer sends a request.

OTA_AirRulesRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirRulesRQ 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_AirRulesRQ.xsd" EchoToken="36732" TimeStamp="2003-11-15T11:00:00" Target="Production"
Version="2.000" SequenceNmbr="293" PrimaryLangID="en">
    <POS>
        <Source AgentSine="2BB" PseudoCityCode="ATL" ISOCountry="US" ISOCurrency="USD"
AirlineVendorID="1P">
            <RequestorID Type="5" ID="35896241"/>
            <BookingChannel Type="1"/>
        </Source>
    </POS>
    <RuleReqInfo NegotiatedFare="false">
        <FareReference>UE14OPNX</FareReference>
        <RuleInfo/>
        <FilingAirline Code="DL"/>
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="SEA"/>
    </RuleReqInfo>
</OTA_AirRulesRQ>
```

4.7.1.2. Event: Response

A response is received with the rules for the requested fare basis code.

OTA_AirRulesRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirRulesRS 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_AirRulesRS.xsd" EchoToken="36732" TimeStamp="2003-11-15T11:00:00" Target="Production"
Version="2.000" SequenceNmbr="294" PrimaryLangID="en">
    <Success/>
    <FareRuleResponseInfo>
        <FareRuleInfo NegotiatedFare="false">
            <FareReference>UE14OPNX</FareReference>
            <RuleInfo>
                <ResTicketingRules>
                    <AdvResTicketing AdvResInd="true" AdvTicketingInd="true">
                        <AdvReservation LatestPeriod="14" LatestUnit="Days"/>
                        <AdvTicketing FromResPeriod="1" FromResUnit="Days" FromDepartPeriod="14"
FromDepartUnit="Days"/>
                    </AdvResTicketing>
                </ResTicketingRules>
                <LengthOfStayRules StayRestrictionsInd="true">
                    <MinimumStay MinStay="1" StayUnit="SUN"/>
                    <MaximumStay/>
```

```xml
            </LengthOfStayRules>
            <ChargesRules>
                <VoluntaryChanges VolChangeInd="true">
                    <Penalty PenaltyType="Reissue Cancellation Refund Failure to use"
Amount="100.00" CurrencyCode="USD"/>
                </VoluntaryChanges>
            </ChargesRules>
        </RuleInfo>
        <FilingAirline Code="DL"/>
        <MarketingAirline Code="DL"/>
        <DepartureAirport LocationCode="ATL"/>
        <ArrivalAirport LocationCode="SEA"/>
    </FareRuleInfo>
    <FareRules>
        <SubSection SubTitle="Surcharges">
            <Paragraph>
                <Text Formatted="false">$9.30 USD OW miscellaneous/other surcharge applies.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Governing rule">
            <Paragraph>
                <Text Formatted="false">5050  TRF-011</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Day/time">
            <Paragraph>
                <Text Formatted="false">Travel at this fare permitted 1200Mon-1159Thu 1200Sat-
2359Sat</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Flights">
            <Paragraph>
                <Text Formatted="false">Must be via DL 0001 thru DL 9999</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Res/Tktg">
            <Paragraph>
                <Text Formatted="false">For travel on/before 28Feb04.  Passengers holding confrimed
resrvations and tickets may standby for earlier/later dame day flights between same
origin/destination/stopover without charge.  Same day confirm//DSC - passengers holding confrimed
reservations and tickets may confirm earlier/later same day flights between origin/destination/stopover points
for a non-refundable fee of USD 25.00.  New itinerary may not be confirmed more than 3 hours prior to
departure time of new outboutn flight.  The new itinerary must be valid for the original fare purchased.  See
penalties/voluntary changes for complete rules and restrictions.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Stopovers">
            <Paragraph>
                <Text Formatted="false">No enroute free stopover/s/permitted</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Penalty">
            <Paragraph>
                <Text Formatted="false">$100.00 USD/for resissue of tkt or for tkt reval or for an
unticketed PTA or for cancellation or for failuse to use confirmed space or for a ticket refund or for an
unticketed PTA/tkt non ref...$100.00 USD/charge per tkt/for lost tkt.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Open jaw">
            <Paragraph>
                <Text Formatted="false">Permitted at origin or destination/double open jaw not
permitted...maximum 2 fare components...single open jaw:permitted/may not be combined with other
airlines.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Circle trip">
```

```
            <Paragraph>
                    <Text Formatted="false">2 comonent: permitted/may not be combined with other
airlines...more than 2 component: permitted/may not be combined with other airlines/max fare breaks -
2.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="End-to-end">
            <Paragraph>
                    <Text Formatted="false">Combinaitons are permitted.  Travel must be via the point of
combination.  Round trip excusion fares may not be combined end-to-end with any round trip fare when these
fares have overlapping travel periods and are to/from the same cities of origin and destination as a stopover
or fare break point.</Text>
            </Paragraph>
        </SubSection>
    </FareRules>
  </FareRuleResponseInfo>
</OTA_AirRulesRS>
```

4.8.   OTA_AirSchedulesRQ/RS

The Air Schedules message set is intended to provide a customer or a third party
entity with the ability to view airline flight schedules. This message set requires
the customer to specify the Departure and Arrival cities for a specific date. It
offers flight information on airlines that provide service between the requested
cities.

The Schedules messages could be used for the following circumstances:

- Customer may want to determine what airlines offer service to/from
  specific cities.

- Customer is looking for a specific flight number. By entering the arrival
  and departure cities and knowing the approximate arrival or departure
  time the customer can locate their specific flight number.

- Customer needs to determine the days of the week service is scheduled to
  and from the requested destination.

- Customer will be able to determine the type of aircraft used to fly that
  route. Some customers prefer to fly on larger types of aircraft.

The schedules message also contains other information that customers are
interested in: meal service, duration of flight, on-time statistics and if smoking is
allowed. In addition, these messages provide the foundation for electronic
timetables.

4.8.1.   Use Case: Requesting Available Air Schedules

Mr. Sam Jones, a United Airlines Mileage Plus member, is interested in traveling
from Denver (DEN) to Los Angeles (LAX) for a business meeting. His meeting
is on December 1, 2003 in the late afternoon. He would like to take a flight that
will leave in the morning around 9:00am, so that he can get into Los Angeles in
time for his meeting. He is only interested in seeing flight options for United,
given his frequent flyer loyalty. Mr. Jones appreciates the comfort of business
class and large planes, so would prefer a schedule with these options. He is also

concerned about his meal options because he does not want to take the time to stop on his way to his meeting to get lunch.

Using his wireless palm device, Mr. Sam Jones has requested flight schedule information on United Airlines departing Denver around 9:00a.m. and arriving in Los Angeles on December 1, 2003.

He receives the following options in response to his request:

Option 1: United Airlines flight 443, which departs at 9:00a.m. and arrives at 10:24am. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that breakfast is served on this flight. He also notes that this flight is available all days of the week.

Option 2: United Airlines flight 781, which departs at 10:50a.m. and arrives at 12:15p.m.. Mr. Jones sees that this flight is usually on time with an on time rating of 8. This flight is a non-stop flight in a Boeing 777 (large plane). The cabin class shown is business because Mr. Jones has chosen to see schedules with this class of service. Mr. Jones sees that a snack is served on this flight. He also notes that this flight is only available on Sundays.

4.8.1.1. Event: Request

Mr. Jones requests to see available schedules for United Airlines flights leaving from Denver around 9:00am and arriving in Los Angeles.

OTA_AirScheduleRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRQ 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_AirScheduleRQ.xsd" EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00"
Target="Production" Version="1.001" SequenceNmbr="1">
    <OriginDestinationInformation>
        <DepartureDateTime>2003-12-01T09:00:00</DepartureDateTime>
        <OriginLocation LocationCode="DEN"/>
        <DestinationLocation LocationCode="LAX"/>
    </OriginDestinationInformation>
    <FlightInfo>
        <BookingClassPref ResBookDesigCode="C" PreferLevel="Preferred"/>
    </FlightInfo>
    <VendorPref Code="UA" PreferLevel="Only"/>
</OTA_AirScheduleRQ>
```

4.8.1.2. Event: Response

Mr. Jones receives the response.

OTA_AirScheduleRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirScheduleRS EchoToken="75657" TimeStamp="2003-03-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" 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_AirScheduleRS.xsd">
    <Success/>
    <OriginDestinationOptions>
        <OriginDestinationOption>
            <FlightSegment DepartureDateTime="2003-12-01T09:00:00" ArrivalDateTime="2003-12-
01T10:24:00" StopQuantity="0" FlightNumber="443" OnTimeRate="8" ScheduleValidStartDate="2003-06-15"
ScheduleValidEndDate="2003-12-29">
                <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
                <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
                <Equipment AirEquipType="777">Boeing 777</Equipment>
                <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
                <MarketingCabin CabinType="Business" RPH="1">
                    <Meal MealCode="Breakfast"/>
                </MarketingCabin>
                <DaysOfOperation>
                    <OperationSchedule>
                        <OperationTimes>
                            <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"/>
                        </OperationTimes>
                    </OperationSchedule>
                </DaysOfOperation>
            </FlightSegment>
        </OriginDestinationOption>
        <OriginDestinationOption>
            <FlightSegment DepartureDateTime="2003-12-01T10:50:00" ArrivalDateTime="2003-12-
01T12:15:00" StopQuantity="0" FlightNumber="781" OnTimeRate="8" ScheduleValidStartDate="2003-04-01"
ScheduleValidEndDate="2004-01-06">
                <DepartureAirport LocationCode="DEN">Denver International Airport</DepartureAirport>
                <ArrivalAirport LocationCode="LAX">Los Angeles International Airport</ArrivalAirport>
                <Equipment AirEquipType="777">Boeing 777</Equipment>
                <MarketingAirline CompanyShortName="United" Code="UA">United
Airlines</MarketingAirline>
                <MarketingCabin CabinType="Business" RPH="1">
                    <Meal MealCode="Snack"/>
                </MarketingCabin>
                <DaysOfOperation>
                    <OperationSchedule>
                        <OperationTimes>
                            <OperationTime Mon="0" Tue="0" Weds="0" Thur="0" Fri="0" Sat="0" Sun="1"/>
                        </OperationTimes>
                    </OperationSchedule>
                </DaysOfOperation>
            </FlightSegment>
        </OriginDestinationOption>
    </OriginDestinationOptions>
</OTA_AirScheduleRS>
```

4.9. OTA_AirSeatMapRQ/RS

Seat maps display which seats are available for a given flight, as well as their location within the aircraft. To make a seat assignment, when using an online booking product, a customer will frequently access a seat map display to determine which seats are available. Then they will make a separate seating

request. These messages identify all the information necessary to request and return an available seat map for a particular flight.

Types of information for the seat map request include: airline, flight number, date of travel, class of service and frequent flier status. The response message includes: flight, aircraft and seat description information.

4.9.1. Use Case: Single passenger with 2 flight segments

The seat map request (OTA_AirSeatMapRQ) is sent with a request for the seat map of the 2 flight segments of the itinerary.

Mr. Sam Jones is flying from Calcutta to London via Bombay. For the Calcutta – Bombay sector, he is booked on Indian Airline 273 on 26th Sep 03 in the business class while for the Bombay – London sector he is booked on Air India 101 on 27th Sep 03 in first class. The booking was done by the Sabre agent 'Indian Travels Calcutta', with the IATA code 0001. The Sabre PNR is 123456 while the Indian Airlines PNR is 345678 and the Air India PNR is H1234.

Mr. Jones is a Frequent Flier with Air India and his number is C12345. He has advised his travel agent that he would like a non-smoking, aisle seat preferably near toilets.

Note: If the Seat Map request message contains flight segments that represent a change of gauge, the expected response should be an OTA Error message. As of 2003B, the Seat Map response message is not designed to provide Seat Maps across change of gauge.

Note: In the XML response the seat details of only one zone of the economy class is included to keep the document short. Also, only certain seat characteristic values have been returned for each seat; numerous other values could be returned.

4.9.1.1. Event: Request

A request is sent to retrieve the seat map for flight IC273 and AI101.

OTA_AirSeatMapRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRQ 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_AirSeatMapRQ.xsd" Version="1.000">
    <POS>
        <Source>
            <RequestorID Type="5" ID="0001">
                <CompanyName>Indian Travels,Calcutta</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <SeatMapRequests>
        <SeatMapRequest>
            <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
                <DepartureAirport LocationCode="BOM"/>
                <ArrivalAirport LocationCode="LHR"/>
```

```xml
                    <MarketingAirline>AI</MarketingAirline>
                </FlightSegmentInfo>
                <SeatDetails SeatUpgrade="true"/>
            </SeatMapRequest>
        </SeatMapRequests>
        <AirTravelers>
            <AirTraveler PassengerTypeCode="ADT">
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Sam</GivenName>
                    <Surname>Jones</Surname>
                </PersonName>
                <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
            </AirTraveler>
            <AirTraveler PassengerTypeCode="ADT">
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>John</GivenName>
                    <Surname>Smith</Surname>
                </PersonName>
            </AirTraveler>
        </AirTravelers>
        <BookingReferenceID Type="20" ID="H1234">
            <CompanyName>Air India</CompanyName>
        </BookingReferenceID>
        <BookingReferenceID Type="20" ID="123456">
            <CompanyName>Sabre</CompanyName>
        </BookingReferenceID>
</OTA_AirSeatMapRQ>
```

4.9.1.2. Event: Response

The seat map response contains only the cabin class in which the Mr Jones is booked, namely business class and first class in the two flight segments respectively.

OTA_AirSeatMapRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRS Version="1.000" 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_AirSeatMapRS.xsd">
    <Success/>
    <SeatMapResponses>
        <SeatMapResponse SeatUpgradeApplied="true">
            <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
                <DepartureAirport LocationCode="BOM"/>
                <ArrivalAirport LocationCode="LHR"/>
                <Equipment AirEquipType="747"/>
                <MarketingAirline>Air India</MarketingAirline>
            </FlightSegmentInfo>
            <SeatMapDetails>
                <CabinClass CabinType="First">
                    <AirRows>
                        <AirRow RowNumber="1">
                            <AirSeats>
                                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
                            </AirSeats>
                            <AirRowCharacteristics CharacteristicList="10"/>
```

```xml
        </AirRow>
        <AirRow RowNumber="2">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="10"/>
        </AirRow>
        <AirRow RowNumber="3">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="10"/>
        </AirRow>
        <AirRow RowNumber="10">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85 35"/>
                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="35 3"/>
                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="35 85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="20"/>
        </AirRow>
        <AirRow RowNumber="11">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="20"/>
        </AirRow>
        <AirRow RowNumber="12">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="20"/>
        </AirRow>
        <AirRow RowNumber="15">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="20"/>
        </AirRow>
        <AirRow RowNumber="16">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="20"/>
        </AirRow>
        <AirRow RowNumber="17">
            <AirSeats>
```

```xml
                        <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="86"/>
                        <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="86"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="20"/>
                </AirRow>
                <AirRow RowNumber="18">
                    <AirSeats>
                        <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="34 86"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="20"/>
                </AirRow>
            </AirRows>
        </CabinClass>
        <CabinClass CabinType="Economy">
            <AirRows>
                <AirRow RowNumber="31">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatCharacteristics="85 7"/>
                        <AirSeat SeatNumber="B" SeatCharacteristics="12 7"/>
                        <AirSeat SeatNumber="C" SeatCharacteristics="3 7"/>
                        <AirSeat SeatNumber="D" SeatCharacteristics="29 6"/>
                        <AirSeat SeatNumber="F" SeatCharacteristics="12 6"/>
                        <AirSeat SeatNumber="G" SeatCharacteristics="29 6"/>
                        <AirSeat SeatNumber="H" SeatCharacteristics="3 7"/>
                        <AirSeat SeatNumber="J" SeatCharacteristics="12 7"/>
                        <AirSeat SeatNumber="K" SeatCharacteristics="85 7"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="10"/>
                </AirRow>
                <AirRow RowNumber="32">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
                        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="10"/>
                </AirRow>
                <AirRow RowNumber="33">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
                        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
                    </AirSeats>
                    <AirRowCharacteristics CharacteristicList="10"/>
                </AirRow>
                <AirRow RowNumber="34">
                    <AirSeats>
                        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
                        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
                        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
                        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
                        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
```

```xml
            <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="35">
        <AirSeats>
            <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
            <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
            <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
            <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
    <AirRow RowNumber="36">
        <AirSeats>
            <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
            <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
            <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
            <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
        </AirSeats>
        <AirRowCharacteristics CharacteristicList="10"/>
    </AirRow>
                </AirRows>
            </CabinClass>
        </SeatMapDetails>
        <BookingReferenceID Type="20" ID="H1234">
            <CompanyName>Air India</CompanyName>
        </BookingReferenceID>
        <BookingReferenceID Type="20" ID="123456">
            <CompanyName>Sabre</CompanyName>
        </BookingReferenceID>
    </SeatMapResponse>
    <AirTravelers>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <NamePrefix>Mr</NamePrefix>
                <GivenName>Sam</GivenName>
                <Surname>Jones</Surname>
            </PersonName>
            <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
        </AirTraveler>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>John</GivenName>
                <Surname>Smith</Surname>
            </PersonName>
        </AirTraveler>
    </AirTravelers>
    </SeatMapResponses>
</OTA_AirSeatMapRS>
```

4.9.2. Use Case: Multiple passengers with an upgrade requested

Mr. Sam Jones is traveling to London from Bombay with his friend John Smith on 2 Oct 03 on Air India 111 flight. Both have been booked in economy class.

The booking was done by the Sabre agent 'Indian Travels Calcutta', with the IATA CODE 0001. The Sabre PNR is 123456 while the Air India PNR is H1234.

Mr. Jones is a Frequent Flier with Air India and his number is C12345. He has advised his travel agent that he would like to upgrade to a seat in the First class cabin.

4.9.2.1. Event: Request

The seat map request is sent with a request for the seat map of one flight segment in the itinerary for the 2 passengers in the PNR.

OTA_AirSeatMapRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRQ 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_AirSeatMapRQ.xsd" Version="1.000">
    <POS>
        <Source>
            <RequestorID Type="5" ID="0001">
                <CompanyName>Indian Travels,Calcutta</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <SeatMapRequests>
        <SeatMapRequest>
            <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
                <DepartureAirport LocationCode="BOM" />
                <ArrivalAirport LocationCode="LHR" />
                <MarketingAirline>AI</MarketingAirline>
            </FlightSegmentInfo>
            <SeatDetails SeatUpgrade="true"/>
        </SeatMapRequest>
    </SeatMapRequests>
    <AirTravelers>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Sam</GivenName>
                <Surname>Jones</Surname>
            </PersonName>
            <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
        </AirTraveler>
        <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>John</GivenName>
                <Surname>Smith</Surname>
            </PersonName>
            <CustLoyalty/>
        </AirTraveler>
    </AirTravelers>
    <BookingReferenceID Type="20" ID="H1234">
        <CompanyName>Air India</CompanyName>
    </BookingReferenceID>
    <BookingReferenceID Type="20" ID="123456">
        <CompanyName>Sabre</CompanyName>
    </BookingReferenceID>
</OTA_AirSeatMapRQ>
```

4.9.2.2. Event: Response

Since Mr. Jones is booked in economy, but is hoping for an upgrade to first class, the seat availability is returned for both first and coach cabins.

OTA_AirSeatMapRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirSeatMapRS Version="1.000" 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_AirSeatMapRS.xsd">
    <Success/>
    <SeatMapResponses>
        <SeatMapResponse SeatUpgradeApplied="true">
            <FlightSegmentInfo DepartureDateTime="2003-02-10T06:30:00" FlightNumber="111">
                <DepartureAirport LocationCode="BOM"/>
                <ArrivalAirport LocationCode="LHR"/>
                <Equipment AirEquipType="747"/>
                <MarketingAirline>Air India</MarketingAirline>
            </FlightSegmentInfo>
            <SeatMapDetails>
                <CabinClass CabinType="First">
                    <AirRows>
                        <AirRow RowNumber="1">
                            <AirSeats>
                                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
                            </AirSeats>
                            <AirRowCharacteristics CharacteristicList="10"/>
                        </AirRow>
                        <AirRow RowNumber="2">
                            <AirSeats>
                                <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
                                <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
                            </AirSeats>
                            <AirRowCharacteristics CharacteristicList="10"/>
                        </AirRow>
                        <AirRow RowNumber="3">
                            <AirSeats>
                                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
                                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
                                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
                            </AirSeats>
                            <AirRowCharacteristics CharacteristicList="10"/>
                        </AirRow>
                        <AirRow RowNumber="10">
                            <AirSeats>
                                <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85 35"/>
                                <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="35 3"/>
                                <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="35 3"/>
                                <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="35 85"/>
                            </AirSeats>
                            <AirRowCharacteristics CharacteristicList="20"/>
                        </AirRow>
                        <AirRow RowNumber="11">
```

```xml
<AirSeats>
    <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
    <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
    <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
    <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
</AirSeats>
<AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
<AirRow RowNumber="12">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatAvailability="2" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatAvailability="2" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
<AirRow RowNumber="15">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
<AirRow RowNumber="16">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatAvailability="1" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatAvailability="1" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatAvailability="1" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="K" SeatAvailability="1" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
<AirRow RowNumber="17">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatAvailability="2" SeatCharacteristics="86"/>
        <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="86"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
<AirRow RowNumber="18">
    <AirSeats>
        <AirSeat SeatNumber="K" SeatAvailability="2" SeatCharacteristics="34 86"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="20"/>
</AirRow>
</AirRows>
</CabinClass>
<CabinClass CabinType="Economy">
    <AirRows>
        <AirRow RowNumber="31">
            <AirSeats>
                <AirSeat SeatNumber="A" SeatCharacteristics="85 7"/>
                <AirSeat SeatNumber="B" SeatCharacteristics="12 7"/>
                <AirSeat SeatNumber="C" SeatCharacteristics="3 7"/>
                <AirSeat SeatNumber="D" SeatCharacteristics="29 6"/>
                <AirSeat SeatNumber="F" SeatCharacteristics="12 6"/>
                <AirSeat SeatNumber="G" SeatCharacteristics="29 6"/>
                <AirSeat SeatNumber="H" SeatCharacteristics="3 7"/>
                <AirSeat SeatNumber="J" SeatCharacteristics="12 7"/>
                <AirSeat SeatNumber="K" SeatCharacteristics="85 7"/>
            </AirSeats>
            <AirRowCharacteristics CharacteristicList="10"/>
        </AirRow>
```

```xml
<AirRow RowNumber="32">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="10"/>
</AirRow>
<AirRow RowNumber="33">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="10"/>
</AirRow>
<AirRow RowNumber="34">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="10"/>
</AirRow>
<AirRow RowNumber="35">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="D" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="F" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="G" SeatCharacteristics="29"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="10"/>
</AirRow>
<AirRow RowNumber="36">
    <AirSeats>
        <AirSeat SeatNumber="A" SeatCharacteristics="85"/>
        <AirSeat SeatNumber="B" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="C" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="H" SeatCharacteristics="3"/>
        <AirSeat SeatNumber="J" SeatCharacteristics="12"/>
        <AirSeat SeatNumber="K" SeatCharacteristics="85"/>
    </AirSeats>
    <AirRowCharacteristics CharacteristicList="10"/>
```

```xml
                </AirRow>
              </AirRows>
            </CabinClass>
          </SeatMapDetails>
          <BookingReferenceID Type="20" ID="H1234">
            <CompanyName>Air India</CompanyName>
          </BookingReferenceID>
          <BookingReferenceID Type="20" ID="123456">
            <CompanyName>Sabre</CompanyName>
          </BookingReferenceID>
        </SeatMapResponse>
        <AirTravelers>
          <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
              <NamePrefix>Mr</NamePrefix>
              <GivenName>Sam</GivenName>
              <Surname>Jones</Surname>
            </PersonName>
            <CustLoyalty MembershipID="C12345" ProgramID="Air India"/>
          </AirTraveler>
          <AirTraveler PassengerTypeCode="ADT">
            <PersonName>
              <NamePrefix>Mr.</NamePrefix>
              <GivenName>John</GivenName>
              <Surname>Smith</Surname>
            </PersonName>
            <CustLoyalty/>
          </AirTraveler>
        </AirTravelers>
      </SeatMapResponses>
    </OTA_AirSeatMapRS>
```

Section 5—Car Working Group

5.1. OTA_VehAvailRateRQ/RS

The Availability with Rates message set is intended for a simple reservation. This message set assumes the customer has already performed a location search and has found a specific rental branch.

Availability with Rates message could be used in any of the following circumstances:

- Customer is performing a simple booking and will come into the branch office to pick-up and drop off the vehicle.

- Customer requires a pick-up service at his/her home or office. In this case the Off Location Services element can be used to provide basic address information as well as special instructions.

- Customer requires delivery and collection service, where a car will be delivered to a specific location and the keys left in a secure place. Again, the Off Location Services element can be used to hold address information as well as special instructions.

Only one set of date/times may be sent for the availability message. Multiple dates and times will require multiple transactions.

Special equipment, such as hand controls or a baby seat can be accommodated through this message set. Special equipment can be returned related to a specific car, rather than as part of the more general reservation. Special circumstances such as chauffeur-driven cars are not accommodated in this message.

5.1.1. Use Case: Vehicle Availability Rate

Joe Bailey is arriving at London Heathrow Airport on December 12 and would like to shop rates for a Hertz rental. He would like to know the rate for a compact 4-door car with automatic transmission and air-conditioning. He would also like a child seat. He is arriving on December 12 on American Airlines flight 2935 and will pick up the car at 10:30 a.m. He will return the car on December 20 at 10:30 a.m.

Hertz responds with the following information:

Recap of rental information

Pickup Date/Time: 12/12/2003 at 10:30 a.m.
Return Date/Time: 12/20/2003 at 10:00 a.m.
Pickup/Return Location: LHR
Vehicle Information: Compact 4-door car with automatic transmission and a/c.

Rental Rate Information:

Mileage:	Unlimited
Base Rate Total:	USD $200.00
Tax Information:	USD $24.00 / 12%
Rate Breakdown:	$150.00 per week / $50.00 per day
Rate Category/Plan:	Leisure - ABC123
Estimated Total:	USD 324.00
Equipment Charges:	USD $25.00 - $25.00/week - $5.00/day – charge not included in rate
Fees:	1 @ $25 and 1 @ $75
Coverages:	CDW (7), LIS (27) and PPI (38) are all included in the rental rate
Rules:	Prepayment is required in the amount of USD 324.00

Additional Information:

Hertz has returned a vendor message to advise the customer that the rate returned requires prepayment.

5.1.1.1. Event: Request

Mr. Bailey checks rates.

OTA_VehAvailRateRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehAvailRateRQ 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_VehAvailRateRQ.xsd" Version="1.001">
    <POS>
        <Source ISOCountry="US" ISOCurrency="USD">
            <RequestorID Type="5" ID="12345678"/>
        </Source>
        <Source>
            <RequestorID Type="4" ID="1A2B">
            <CompanyName>FunTravel</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <VehAvailRQCore Status="Available">
        <VehRentalCore PickUpDateTime="2003-12-12T10:30:00" ReturnDateTime="2003-12-
20T10:30:00">
            <PickUpLocation LocationCode="LHR"/>
            <ReturnLocation LocationCode="LHR"/>
        </VehRentalCore>
        <VendorPrefs>
            <VendorPref CompanyShortName="Hertz" Code="ZE" PreferLevel="Preferred"/>
        </VendorPrefs>
        <VehPrefs>
            <VehPref AirConditionInd="true" TransmissionType="Automatic" AirConditionPref="Only"
TransmissionPref="Only">
                <VehType VehicleCategory="1" DoorCount="4"/>
                <VehClass Size="4"/>
            </VehPref>
        </VehPrefs>
        <SpecialEquipPrefs>
            <SpecialEquipPref EquipType="8" Quantity="1"/>
        </SpecialEquipPrefs>
    </VehAvailRQCore>
    <VehAvailRQInfo>
        <Customer>
```

```xml
            <Primary>
                <PersonName>
                    <GivenName>Joe</GivenName>
                    <Surname>Bailey</Surname>
                </PersonName>
            </Primary>
        </Customer>
        <ArrivalDetails TransportationCode="14" Number="2935">
            <OperatingCompany Code="AA"/>
        </ArrivalDetails>
    </VehAvailRQInfo>
</OTA_VehAvailRateRQ>
```

5.1.1.2. Event: Response

Hertz responds with availability information.

OTA_VehAvailRateRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehAvailRateRS 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_VehAvailRateRS.xsd" Version="2.000">
    <Success/>
    <VehAvailRSCore>
        <VehRentalCore PickUpDateTime="2003-12-12T10:30:00" ReturnDateTime="2003-12-
20T10:00:00">
            <PickUpLocation LocationCode="LHR"/>
            <ReturnLocation LocationCode="LHR"/>
        </VehRentalCore>
        <VehVendorAvails>
            <VehVendorAvail>
                <Vendor Code="ZE"/>
                <VehAvails>
                    <VehAvail>
                        <VehAvailCore Status="Available">
                            <Vehicle AirConditionInd="true" TransmissionType="Automatic">
                                <VehType VehicleCategory="1" DoorCount="4"/>
                                <VehClass Size="4"/>
                            </Vehicle>
                            <RentalRate>
                                <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="RentalPeriod"/>
                                <VehicleCharges>
                                    <VehicleCharge Amount="200.00" CurrencyCode="USD" TaxInclusive="false"
GuaranteedInd="true" Purpose="1">
                                        <TaxAmounts>
                                            <TaxAmount Total="24.00" CurrencyCode="USD" Percentage="12.00"
Description="Tax"/>
                                        </TaxAmounts>
                                        <Calculation UnitCharge="150.00" UnitName="Week" Quantity="1"/>
                                        <Calculation UnitCharge="50.00"  UnitName="Day" Quantity="1"/>
                                    </VehicleCharge>
                                </VehicleCharges>
                                <RateQualifier RateCategory="3" RateQualifier="ABC123"/>
                            </RentalRate>
                            <TotalCharge RateTotalAmount="200.00" EstimatedTotalAmount="324.00"
CurrencyCode="USD"/>
                            <PricedEquips>
                                <PricedEquip>
                                    <Equipment EquipType="8"/>
```

```xml
                    <Charge Amount="30.00" CurrencyCode="USD" TaxInclusive="false"
IncludedInRate="false">
                        <TaxAmounts>
                            <TaxAmount Total="3.90" CurrencyCode="USD" Percentage="12.00"/>
                        </TaxAmounts>
                        <Calculation UnitCharge="25.00" UnitName="Week" Quantity="1"/>
                        <Calculation UnitCharge="5.00" UnitName="Day" Quantity="1"/>
                    </Charge>
                </PricedEquip>
            </PricedEquips>
            <Fees>
                <Fee Amount="25.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE A:" Purpose="5"/>
                <Fee Amount="75.00" CurrencyCode="USD" TaxInclusive="false"
Description="SURCHARGE B:" Purpose="5"/>
            </Fees>
                </VehAvailCore>
                <VehAvailInfo>
                    <PricedCoverages>
                        <PricedCoverage>
                            <Coverage CoverageType="7"/>
                            <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
                        </PricedCoverage>
                        <PricedCoverage>
                            <Coverage CoverageType="27"/>
                            <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
                        </PricedCoverage>
                        <PricedCoverage>
                            <Coverage CoverageType="38"/>
                            <Charge Amount="00.00" TaxInclusive="true" IncludedInRate="true"/>
                        </PricedCoverage>
                    </PricedCoverages>
                    <PaymentRules>
                    <PaymentRule Amount="324.00" CurrencyCode="USD" RuleType="3"/>
                    </PaymentRules>
                </VehAvailInfo>
            </VehAvail>
        </VehAvails>
        <Info>
            <VendorMessages>
                <VendorMessage InfoType="4">
                    <SubSection>
                    <Paragraph>
                        <Text>THIS RATE REQUIRES PREPAYMENT</Text>
                    </Paragraph>
                    </SubSection>
                </VendorMessage>
            </VendorMessages>
        </Info>
        </VehVendorAvail>
    </VehVendorAvails>
  </VehAvailRSCore>
</OTA_VehAvailRateRS>
```

5.2.   OTA_VehCancelRQ/RS

The Vehicle Cancel message set has been extended from the generic OTA cancel
functionality. To cancel a reservation, the trading partner or customer must
provide the supplier or integrator with the exact Unique ID. If the Unique ID is
unknown, the trading partner may use the Retrieve Reservation message set to
search for an exact match. The Vehicle Cancel message set does not require a
Retrieve Reservation message set to be used prior, but may be used in

conjunction with one. The Vehicle Cancel message set can only be used to cancel a single, specific reservation; it cannot be used to cancel multiple reservations at one time.

The generic cancel response message was extended to provide additional details of the vehicle reservation information to the customer. This will aid the customer in understanding the consequences of a cancellation message.

A Vehicle Cancel message set can be a single phase or two-phase approach. A single-phase message would be where the customer simply requests to "cancel this reservation". A two-phase message introduces the concept of a "what if" question (what if I cancel this reservation?). The response to the first phase will identify any penalties, any subsequent costs, etc. The second phase is where the action is confirmed "go ahead and complete the request" or "ignore the request I just sent."

The purpose of the request message is indicated using the Type Attribute:

- **Initiate**—indicates the initial request
- **Ignore**—stop the request
- **Confirm**—to complete the modification

The state of the reservation is then indicated in the response message using the Status Attribute:

- **Pending**—cancellation is possible but not completed
- **Ignored**—cancellation ignored
- **Cancelled**—cancellation completed

5.2.1. Use Case: Vehicle Cancel Reservation

Mike Pires has previously made a vehicle reservation with Alamo (AL) via a tour site (CarTour - IATA #11223344), but he now needs to cancel the reservation. He knows his reservation confirmation number (27371319), and pick-up/drop-off locations (FLLT01).

Alamo returns a response containing the new status of cancelled and echoes back the renter's first and last name (Mike Pires), along with the original confirmation number (27371319), and the pick-up/drop-off location IDs.

5.2.1.1. Event: Request

Mike requests to cancel his reservation.

OTA_VehCancelRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
```

```xml
<OTA_VehCancelRQ 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_VehCancelRQ.xsd" Version="1.001">
    <POS>
        <Source>
            <RequestorID Type="11" ID="111222"/>
        </Source>
        <Source>
            <RequestorID Type="16" ID="11223344"/>
        </Source>
    </POS>
    <VehCancelRQCore CancelType="Book">
        <UniqueID Type="15" ID="27371319"/>
        <PersonName>
            <GivenName>MIKE</GivenName>
            <Surname>PIRES</Surname>
        </PersonName>
    </VehCancelRQCore>
    <VehCancelRQInfo>
        <RentalInfo>
            <PickUpLocation LocationCode="FLLT01"/>
            <ReturnLocation LocationCode="FLLT01"/>
        </RentalInfo>
    </VehCancelRQInfo>
</OTA_VehCancelRQ>
```

5.2.1.2. Event: Response

Alamo responds confirming cancellation.

OTA_VehCancelRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehCancelRS 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_VehCancelRS.xsd" Version="2.000">
    <Success/>
    <VehCancelRSCore CancelStatus="Cancelled"/>
    <VehCancelRSInfo>
        <VehReservation>
            <Customer>
                <Primary>
                    <PersonName>
                        <GivenName>MIKE</GivenName>
                        <Surname>PIRES</Surname>
                    </PersonName>
                </Primary>
            </Customer>
            <VehSegmentCore>
                <ConfID Type="16" ID="27371319"/>
                <VehRentalCore>
                    <PickUpLocation LocationCode="FLLT01"/>
                    <ReturnLocation LocationCode="FLLT01"/>
                </VehRentalCore>
                <Vehicle/>
            </VehSegmentCore>
        </VehReservation>
    </VehCancelRSInfo>
</OTA_VehCancelRS>
```

5.3. OTA_VehLocDetailRQ/RS

The Vehicle Rental Location Detail Request message provides detail information regarding a vendor's location based on input location codes. Only one location can be requested in each message.

The Vehicle Rental Location Detail Response message returns detail information regarding a vendor's location. The information can include full address, phone number, hours of operation, delivery/collection services, seasonal dates open, customer loyalty services and hours, special program participation and credit cards accepted. The response message may include "Warnings" from business processing rules or "Errors" if the request did not succeed.

5.3.1. Use Case: Request For Details About a Car Rental Branch

A customer queries the system to find additional detail about the Avis branch located at JFK Airport. The unique identifier for the JFK branch is 91201504.

5.3.1.1. Event: Request

A traveler requests more information about Avis near JFK airport.

OTA_VehLocDetailRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ EchoToken="18723222" TimeStamp="2003-03-31T16:10:00Z" Target="Production"
Version="1.001" SequenceNmbr="1566" ReqRespVersion="1.0"
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_VehLocDetailRQ.xsd">
    <POS>
        <Source>
            <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
            <BookingChannel Type="ADS" Primary="true"/>
        </Source>
        <Source>
            <RequestorID Type="TA" ID="91201504"/>
        </Source>
    </POS>
    <Location LocationCode="JFK" CodeContext="INTERNAL"/>
    <Vendor CompanyShortName="AVIS" TravelSector="2" Code="1" CodeContext="1"/>
    <TPA_Extensions/>
</OTA_VehLocDetailRQ>
```

5.3.1.2. Event: Response

Avis sends back a response with the information available about the Avis branch near JFK.

J.F.K. Airport, NY, Located ON Airport
305 Federal Circle
Jamaica, NY 11430
US

Telephone: 718-224-5400

Parking Location: Adjacent to the airport.
Counter Location: Counter telephones in terminals.
Shuttle service provided. Open 24 hours a day, 7 days a week.

OTA_VehLocDetailRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS EchoToken="18723222" TimeStamp="2003-03-31T09:30:47-05:00"
Target="Production" Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
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_VehLocDetailRS.xsd">
    <Success/>
    <Vendor CompanyShortName="Avis">Avis</Vendor>
    <LocationDetail AtAirport="true" Code="JFK" Name="J.F.K. AIRPORT NY">
        <Address FormattedInd="false" Type="0" DefaultInd="false" UseType="0">
            <AddressLine>305 FEDERAL CIRCLE</AddressLine>
            <CityName>JAMAICA</CityName>
            <PostalCode>11430</PostalCode>
            <StateProv StateCode="NY">NY</StateProv>
            <CountryName Code="US">US</CountryName>
        </Address>
        <Telephone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="0"
PhoneTechType="0" CountryAccessCode="000" AreaCityCode="718" PhoneNumber="224-5400"
FormattedInd="false" DefaultInd="false" PhoneUseType="0"/>
        <AdditionalInfo>
            <VehRentLocInfos>
                <VehRentLocInfo Language="en-us" Type="3">
                    <SubSection SubTitle="Text" SubCode="Text" SubSectionNumber="1">
                        <Paragraph ParagraphNumber="1">
                            <Text Formatted="1" Language="en-us">String</Text>
                        </Paragraph>
                    </SubSection>
                </VehRentLocInfo>
            </VehRentLocInfos>
            <ParkLocation Location="0">Adjacent to the airport</ParkLocation>
            <CounterLocation Location="0">Counter Telephones in terminals</CounterLocation>
            <OperationSchedules>
                <OperationSchedule Start="1967-01-01" Duration="P1Y2M3DT10H30M" End="2010-12-31">
                    <OperationTimes>
                        <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1"
Start="1967-08-13" Duration="P1Y2M3DT10H30M" End="1967-08-13"/>
                    </OperationTimes>
                </OperationSchedule>
            </OperationSchedules>
            <Shuttle>
                <ShuttleInfos>
                    <ShuttleInfo Type="Transportation">
                        <SubSection>
                            <Paragraph>
                                <Text>Common Airport Transportation</Text>
                            </Paragraph>
                        </SubSection>
                    </ShuttleInfo>
                    <ShuttleInfo Type="Frequency">
                        <SubSection>
                            <Paragraph>
                                <Text>As Provided by the Port Authority</Text>
                            </Paragraph>
                        </SubSection>
                    </ShuttleInfo>
                    <ShuttleInfo Type="PickupInfo">
                        <SubSection>
                            <Paragraph>
```

```
                        <Text>All customers should proceed to the airtrain stations
located on the concourse level, which is one level above baggage claim in
each terminal.  The airtrain wil transport them to the Hertz facility</Text>
                            </Paragraph>
                        </SubSection>
                    </ShuttleInfo>
                    <ShuttleInfo Type="Distance">
                        <SubSection>
                            <Paragraph>
                                <Text>The car rental service center is 1/2 mile from the
airport terminal</Text>
                            </Paragraph>
                        </SubSection>
                    </ShuttleInfo>
                    <ShuttleInfo Type="Fee">
                        <SubSection>
                            <Paragraph>
                                <Text>All rentals from the airport will have a USD .75 per
day airport transportation fee applied to the rental.</Text>
                            </Paragraph>
                        </SubSection>
                    </ShuttleInfo>
                </ShuttleInfos>
            </Shuttle>
        </AdditionalInfo>
    </LocationDetail>
</OTA_VehLocDetailRS>
```

5.3.2. Use Case: Request for Vehicles offered by Hertz at a Location

A customer knows that there is a Hertz rental facility at the Dallas/Ft. Worth (DFW) Airport. The customer wishes to check the list of available vehicles to know if a specific vehicle is generally available at that rental location.

5.3.2.1. Event: Request

A traveler requests the list of vehicles that is typically offered for rental by Hertz, from the Dallas / Ft. Worth Airport rental facility.

OTA_VehLocDetailRQ2.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ 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_VehLocDetailRQ.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:27"
Target="Production" Version="1.001" SequenceNmbr="1233">
    <POS>
        <Source>
            <RequestorID Type="5" ID="11112267"/>
        </Source>
    </POS>
    <Location LocationCode="DFW"/>
    <Vendor Code="ZE"/>
</OTA_VehLocDetailRQ>
```

5.3.2.2. Event: Response

Hertz sends back a response with the information on the vehicles that are typically offered.

OTA_VehLocDetailRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS 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_VehLocDetailRS.xsd"
EchoToken="33331232" TimeStamp="2003-07-11T09:30:47" Target="Production" Version="2.000"
SequenceNmbr="1233">
    <Success/>
    <Vendor CompanyShortName="Hertz" Code="ZE"/>
    <Vehicles>
        <VehicleInfos>
            <VehicleInfo Type="Disclaimer">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="true">**VEHICLE  MODELS ARE REPRESENTATIVE ONLY
**</Text>
                        <Text Formatted="true">**MAKE/MODEL CANNOT BE GUARANTEED       **</Text>
                    </Paragraph>
                </SubSection>
            </VehicleInfo>
            <VehicleInfo Type="AdvancedBooking">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">LWAR, PWAR, XCAR require at least 2 hours advanced
booking</Text>
                    </Paragraph>
                </SubSection>
            </VehicleInfo>
            <VehicleInfo Type="NonSmokingVehicles">
                <SubSection SubTitle="Non-Smoking Vehicles">
                    <Paragraph>
                        <Text>Non-smoking vehicles may be available. Please check at the rental counter for
availability.</Text>
                    </Paragraph>
                </SubSection>
            </VehicleInfo>
            <VehicleInfo Type="SpecialityVehicles">
                <SubSection SubTitle="Prestige Service">
                    <Paragraph>
                        <Text>The Hertz prestige collection is a unique line of superior performance vehicles
such as the Jaguar XJ8, Land Rover Discovery, and the Volvo S80 convertible.</Text>
                    </Paragraph>
                    <Paragraph>
                        <Text>When renting a Hertz prestige collection vehicle you will enjoy the benefits of
special Hertz prestige service including the following:</Text>
                    </Paragraph>
                    <Paragraph>
                        <ListItem>The ability to reserve by specific vehicle model by SIPP code</ListItem>
                        <ListItem>Weather protected pick up area</ListItem>
                        <ListItem>Expedited return service</ListItem>
                        <ListItem>One year, free, fee-waived gold service membership</ListItem>
                        <ListItem>omplimentary Neverlost in-car navigation system</ListItem>
                    </Paragraph>
                    <Paragraph Name="Prestige Pickup Service">
                        <Text>Customer will be picked up at hotels and resorts within a 15 mile radius of the
prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise
customer to call the location at 972-453-4785 and speak to a manager to finalize pickup
arrangements.</Text>
```

```
            </Paragraph>
            <Paragraph Name="Flight Arrivals">
                <Text>Advise customer to collect their baggage and proceed to the lower level of the
terminal to catch the airport common *rental car* courtesy bus. The bus will take them to the rental car facility.
Customers bypass the counter and proceed through the double doors to the Gold Customer service area.
Gold members should proceed directly to their vehicle, their stall number will be indicated on the directory
board. Non-Gold customers should advise a Hertz representative in the Gold Service area that they have a
prestige collection reservation.</Text>
            </Paragraph>
            <Paragraph Name="Additional Benefits">
                <ListItem>Expedited return service</ListItem>
                <ListItem>One year, free, fee-waived gold service membership</ListItem>
                <ListItem>Complimentary Neverlost in-car navigation system</ListItem>
            </Paragraph>
        </SubSection>
    </VehicleInfo>
</VehicleInfos>
<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">
    <VehType VehicleCategory="1" DoorCount="2"/>
    <VehClass Size="3"/>
    <VehMakeModel Name="Hyundai Accent"/>
</Vehicle>
<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">
    <VehType VehicleCategory="1" DoorCount="4"/>
    <VehClass Size="3"/>
    <VehMakeModel Name="Hyundai Accent"/>
</Vehicle>
<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
    <VehType VehicleCategory="1" DoorCount="4"/>
    <VehClass Size="7"/>
    <VehMakeModel Name="Ford Mustang"/>
</Vehicle>
<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
    <VehType VehicleCategory="1" DoorCount="4"/>
    <VehClass Size="8"/>
    <VehMakeModel Name="Ford Taurus ABS"/>
</Vehicle>
<Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
    <VehType VehicleCategory="1" DoorCount="4"/>
    <VehClass Size="10"/>
    <VehMakeModel Name="Mercury Grand Marquis"/>
</Vehicle>
    </Vehicles>
</OTA_VehLocDetailRS>
```

5.3.3. Use Case: Request for Full Details about a specific rental location

A customer has determined that a specific vehicle is typically offered for rental by Hertz, from the Dallas / Ft. Worth Airport rental facility. That customer wishes to find out all the details about the rental location, including the rental requirements and restrictions, the payment options, special equipment and services that are available.

5.3.3.1. Event: Request

A traveler requests full details about the Hertz rental location at the Dallas / Ft. Worth Airport.

OTA_VehLocDetailRQ3.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRQ 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_VehLocDetailRQ.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:27"
Target="Production" Version="1.001" SequenceNmbr="1233">
    <POS>
        <Source>
            <RequestorID Type="5" ID="11112267"/>
        </Source>
    </POS>
    <Location LocationCode="DFW"/>
    <Vendor Code="ZE"/>
</OTA_VehLocDetailRQ>
```

5.3.3.2. Event: Response

Hertz sends back a response with full details about its at the Dallas / Ft. Worth Airport.

OTA_VehLocDetailRS3.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocDetailRS 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_VehLocDetailRS.xsd" EchoToken="33331232" TimeStamp="2003-07-11T09:30:47"
Target="Production" Version="2.000" SequenceNmbr="1233">
    <Success/>
    <Vendor CompanyShortName="Hertz" Code="ZE"/>
    <LocationDetail Name="Dallas / Fort Worth Airport" Code="DFW" AtAirport="true">
        <Address FormattedInd="true" UseType="7">
            <AddressLine>Dallas Ft Worth Airport</AddressLine>
            <AddressLine>3200 East Airfield Drive</AddressLine>
            <CityName>Dallas</CityName>
            <PostalCode>75261-4904</PostalCode>
            <StateProv StateCode="TX"/>
            <CountryName Code="US"/>
        </Address>
        <Telephone AreaCityCode="972" PhoneNumber="4535600" FormattedInd="true"
PhoneTechType="1" PhoneUseType="3"/>
        <Telephone AreaCityCode="972" PhoneNumber="4534780" FormattedInd="true"
PhoneTechType="3" PhoneUseType="5"/>
        <Telephone AreaCityCode="800" PhoneNumber="6545060" FormattedInd="true"
PhoneTechType="1" PhoneUseType="1"/>
        <AdditionalInfo>
            <VehRentLocInfos>
                <VehRentLocInfo Type="2">
                    <SubSection SubTitle="Hours of Operation">
                        <Paragraph>
                            <Text Formatted="false">This facility is open 24 hours per day, 7 days per
week.</Text>
                        </Paragraph>
                    </SubSection>
                </VehRentLocInfo>
                <VehRentLocInfo Type="3">
                    <SubSection SubTitle="After Hours Return">
                        <Paragraph>
                            <Text Formatted="false">Standard policy for return of vehicle applies at all
times.</Text>
                        </Paragraph>
```

```xml
                </SubSection>
            </VehRentLocInfo>
            <VehRentLocInfo Type="3" Title="Driving Directions">
                <SubSection SubTitle="Returning from North Airport Entry">
                    <Paragraph>
                        <Text Formatted="false">Follow International Parkway through the airport for a
distance of 3 miles.  Exit at the Rental Car Facility exit.</Text>
                    </Paragraph>
                </SubSection>
                <SubSection SubTitle="Returning from South Airport Entry">
                    <Paragraph>
                        <Text Formatted="false">Exit International Parkway at the Rental Car Facility
exit.</Text>
                    </Paragraph>
                </SubSection>
            </VehRentLocInfo>
        </VehRentLocInfos>
        <ParkLocation Location="2">Shuttle to On-Airport rental facility</ParkLocation>
        <CounterLocation Location="2">Take shuttle bus to counter</CounterLocation>
        <OperationSchedules>
            <OperationSchedule Start="2003-05-27">
                <OperationTimes>
                    <OperationTime Mon="true" Tue="true" Weds="true" Thur="true" Fri="true" Sat="true"
Sun="true" Start="05:00" End="23:00"/>
                </OperationTimes>
            </OperationSchedule>
        </OperationSchedules>
        <Shuttle>
            <ShuttleInfos>
                <ShuttleInfo Title="Shuttle Transportation" Type="Transportation">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Common airport transportation</Text>
                        </Paragraph>
                    </SubSection>
                </ShuttleInfo>
                <ShuttleInfo Title="Frequency" Type="Frequency">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Shuttle available 24 hours daily</Text>
                        </Paragraph>
                    </SubSection>
                </ShuttleInfo>
                <ShuttleInfo Title="Pickup Information" Type="PickupInfo">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Hertz shares busing with the other car rental
companies.  After going to the baggage claim area for luggage, go to the lower level of the airport and catch
the bus which has *CAR RENTAL* on the front and Rental Company names on the sides and back.</Text>
                        </Paragraph>
                        <Paragraph>
                            <Text Formatted="false">For customers who are not arriving on a flight,
effective 4-11-99, customers will need to follow the highway signs marked -AUTO RENTAL RETURN- all
customers will now use the service road. The common busing access is restricted to arriving passengers only
and there will no longer be access from the international parkway. There are 2 Hertz counters 1 1/2 miles from
the airport terminal. The *AUTO RENTAL RETURN* signs will direct the customer to the rental
counter.</Text>
                        </Paragraph>
                    </SubSection>
                </ShuttleInfo>
                <ShuttleInfo Title="Distance from Airport" Type="Distance">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Information not available</Text>
                        </Paragraph>
                    </SubSection>
```

```xml
                </ShuttleInfo>
                <ShuttleInfo Title="Shuttle Drive Time" Type="ElapsedTime">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Information not available</Text>
                        </Paragraph>
                    </SubSection>
                </ShuttleInfo>
                <ShuttleInfo Title="Shuttle Fee" Type="Fee">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">None</Text>
                        </Paragraph>
                    </SubSection>
                </ShuttleInfo>
            </ShuttleInfos>
            <OperationSchedules>
                <OperationSchedule Start="2003-05-27">
                    <OperationTimes>
                        <OperationTime Mon="true" Tue="true" Weds="true" Thur="true" Fri="true"
Sat="true" Sun="true" Start="00:00" End="23:59"/>
                    </OperationTimes>
                </OperationSchedule>
            </OperationSchedules>
        </Shuttle>
    </AdditionalInfo>
</LocationDetail>
<Vehicles>
    <VehicleInfos>
        <VehicleInfo Type="Disclaimer">
            <SubSection>
                <Paragraph>
                    <Text Formatted="true">** VEHICLE  MODELS ARE REPRESENTATIVE ONLY
**</Text>
                    <Text Formatted="true">**     MAKE/MODEL CANNOT BE GUARANTEED
**</Text>
                </Paragraph>
            </SubSection>
        </VehicleInfo>
        <VehicleInfo Type="AdvancedBooking">
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">LWAR, PWAR, XCAR require at least 2 hours advanced
booking</Text>
                </Paragraph>
            </SubSection>
        </VehicleInfo>
        <VehicleInfo Type="NonSmokingVehicles">
            <SubSection SubTitle="Non-Smoking Vehicles">
                <Paragraph>
                    <Text>Non-smoking vehicles may be available. Please check at the rental counter for
availability.</Text>
                </Paragraph>
            </SubSection>
        </VehicleInfo>
        <VehicleInfo Type="SpecialityVehicles">
            <SubSection SubTitle="Prestige Service">
                <Paragraph>
                    <Text>The Hertz prestige collection is a unique line of superior performance vehicles
such as the Jaguar XJ8, Land Rover Discovery, and the Volvo S80 convertible.</Text>
                </Paragraph>
                <Paragraph>
                    <Text>When renting a Hertz prestige collection vehicle you will enjoy the benefits of
special Hertz prestige service including the following:</Text>
                </Paragraph>
                <Paragraph>
```

```xml
                        <ListItem>The ability to reserve by specific vehicle model by SIPP code</ListItem>
                        <ListItem>Weather protected pick up area</ListItem>
                        <ListItem>Expedited return service</ListItem>
                        <ListItem>One year, free, fee-waived gold service membership</ListItem>
                        <ListItem>omplimentary Neverlost in-car navigation system</ListItem>
                    </Paragraph>
                    <Paragraph Name="Prestige Pickup Service">
                        <Text>Customer will be picked up at hotels and resorts within a 15 mile radius of the prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise customer to call the location at 972-453-4785 and speak to a manager to finalize pickup arrangements.</Text>
                    </Paragraph>
                    <Paragraph Name="Flight Arrivals">
                        <Text>Advise customer to collect their baggage and proceed to the lower level of the terminal to catch the airport common *rental car* courtesy bus. The bus will take them to the rental car facility. Customers bypass the counter and proceed through the double doors to the Gold Customer service area. Gold members should proceed directly to their vehicle, their stall number will be indicated on the directory board. Non-Gold customers should advise a Hertz representative in the Gold Service area that they have a prestige collection reservation.</Text>
                    </Paragraph>
                    <Paragraph Name="Additional Benefits">
                        <ListItem>Expedited return service</ListItem>
                        <ListItem>One year, free, fee-waived gold service membership</ListItem>
                        <ListItem>Complimentary Neverlost in-car navigation system</ListItem>
                    </Paragraph>
                </SubSection>
            </VehicleInfo>
        </VehicleInfos>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">
            <VehType VehicleCategory="1" DoorCount="2"/>
            <VehClass Size="3"/>
            <VehMakeModel Name="Hyundai Accent"/>
        </Vehicle>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="4">
            <VehType VehicleCategory="1" DoorCount="4"/>
            <VehClass Size="3"/>
            <VehMakeModel Name="Hyundai Accent"/>
        </Vehicle>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
            <VehType VehicleCategory="1" DoorCount="4"/>
            <VehClass Size="7"/>
            <VehMakeModel Name="Ford Mustang"/>
        </Vehicle>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
            <VehType VehicleCategory="1" DoorCount="4"/>
            <VehClass Size="8"/>
            <VehMakeModel Name="Ford Taurus ABS"/>
        </Vehicle>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic" PassengerQuantity="5">
            <VehType VehicleCategory="1" DoorCount="4"/>
            <VehClass Size="10"/>
            <VehMakeModel Name="Mercury Grand Marquis"/>
        </Vehicle>
    </Vehicles>
    <Requirements>
        <Age MinimumAge="25">
            <AgeInfos>
                <AgeInfo Title="Minimum Age Exceptions" Type="MinimumAgeExceptions">
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Various corporate accounts have agreements with Hertz which permit employees of those companies between the ages of 21-24 to rent for business purposes. Renters must present a valid corporate identification card at the time of rental and additional fees may apply. Please contact your company travel department to verify age exceptions when renting for business purposes.</Text>
                        </Paragraph>
```

```xml
            </SubSection>
          </AgeInfo>
        </AgeInfos>
      </Age>
      <AdditionalDriver>
        <AddlDriverInfos>
          <AddlDriverInfo Title="Authorized drivers" Type="IncludedAuthorized">
            <SubSection>
              <Paragraph>
                <Text Formatted="false">Acceptable authorized operators are automatically
covered on the rental agreement. Authorized operators are</Text>
              </Paragraph>
              <Paragraph>
                <ListItem Formatted="false">The employer, employee or fellow employee of
renter on company business, when booking includes company corporate discount number.</ListItem>
                <ListItem Formatted="false">The renter*s spouse for rentals that originate in
California, Nevada or New York.</ListItem>
                <ListItem Formatted="false">The spouse or domestic partner of Hertz Number
One Club Gold or Platinum members.</ListItem>
                <ListItem Formatted="false">Authorized operators do not have to be present at
time of rental.</ListItem>
              </Paragraph>
            </SubSection>
            <SubSection>
              <Paragraph>
                <Text Formatted="false">There are no fees for authorized operators.</Text>
              </Paragraph>
            </SubSection>
          </AddlDriverInfo>
          <AddlDriverInfo Title="Additional authorized drivers" Type="AdditionalAuthorized">
            <SubSection>
              <Paragraph>
                <ListItem Formatted="false">Individuals not automatically covered on the rental
agreement keyword as authorized operators as noted above must be approved by Hertz after completing an
Authorized for Additional Operator form.</ListItem>
                <ListItem Formatted="false">An applicable driving record check will be
performed.</ListItem>
                <ListItem Formatted="false">Additional authorized operators can be added at
time of rental or at any renting location.</ListItem>
                <ListItem Formatted="false">Renter and each additional authorized operator must
be present to sign rental agreement, present an acceptable credit card - debit cards are not acceptable - or
current round-trip ticket - air, train or bus - show valid driver's license, and must be a minimum of 25 years of
age. **The credit card or round-trip ticket requirement does not apply to a spouse or domestic
partner**</ListItem>
                <ListItem Formatted="false">There is a maximum of 4 additional authorized
operators per rental.</ListItem>
              </Paragraph>
            </SubSection>
          </AddlDriverInfo>
          <AddlDriverInfo Title="Additional driver fees" Type="Fees">
            <SubSection>
              <Paragraph>
                <Text Formatted="false">Additional authorized operators fees USD 7.00 per day,
maximum USD 35.00 per each additional authorized operator per rental.  Exceptions are</Text>
                <ListItem Formatted="false">California - no fee for additional authorized
operators.</ListItem>
                <ListItem Formatted="false">Nevada - no fee for first additional authorized
operator.  Each additional authorized operator USD 5.00 per day, maximum USD 35.00.</ListItem>
                <ListItem Formatted="false">New York - USD 2.50 for the first day, USD 1.00
each additional day up to a maximum of USD 5.00. Effective February 24, 2003 the price per additional
authorized operator will be USD 3.00 per day, up to a maximum of USD 35.00.</ListItem>
                <ListItem Formatted="false">AAA - no charge for qualified additional operators
who are AAA members when signing on to a AAA rental when booking includes AAA discount
number.</ListItem>
```

```xml
                              <ListItem Formatted="false">USAA - no charge for qualified additional operators
who are USAA members when signing on to a USAA rental when booking includes USAA discount
number.</ListItem>
                              <ListItem Formatted="false">AARP - no charge for qualified additional authorized
operators who are AARP members when signing on to an AARP rental when booking includes an AARP
discount number.</ListItem>
                          </Paragraph>
                      </SubSection>
                  </AddlDriverInfo>
              </AddlDriverInfos>
          </AdditionalDriver>
          <PaymentOptions>
            <CreditCard>
                <AcceptablePaymentCards>
                    <AcceptablePaymentCard CardType="AX" CardName="American Express"/>
                    <AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>
                    <AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>
                    <AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>
                    <AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>
                    <AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>
                    <AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>
                    <AcceptablePaymentCard CardType="XS" CardName="Access Card"/>
                    <AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>
                    <AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>
                    <AcceptablePaymentCard CardType="CG" CardName="Chargex"/>
                    <AcceptablePaymentCard CardType="CX" CardName="Choice"/>
                    <AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>
                    <AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>
                    <AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>
                </AcceptablePaymentCards>
                <Info>
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Credit cards must have available credit for the estimated
amount of rental charges plus USD 50.00 for any incidental charges in order to secure the rental.</Text>
                        </Paragraph>
                    </SubSection>
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Air travel cards are issued by certain airlines and
validated by that airline for payment.  Hertz does not accept certain types of ATC's.  Specific acceptance
however will not be determined until arrival at the counter.  It is recommended that a major charge card be
available for payment should the ATC's you carry not be accepted.</Text>
                        </Paragraph>
                    </SubSection>
                </Info>
            </CreditCard>
            <DebitCard>
                <Info>
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Hertz will not accept debit cards as a form of payment or
guarantee at the time of reservation or at time of rental vehicle pickup.  Renter must present a valid Hertz
honored charge card or a cash deposit id card at the beginning of the rental.  Debit cards can be used for
payment upon vehicle return only. Eligible debit cards include Visa, Mastercard, Reward, AAA
MemberOne/MemberCash.</Text>
                        </Paragraph>
                    </SubSection>
                </Info>
            </DebitCard>
            <Cash>
                <Info>
                    <SubSection>
                        <Paragraph>
                            <Text Formatted="false">Cash rentals are accepted with a cash deposit ID card
or an acceptable charge card in the renter's name.</Text>
```

```
                    </Paragraph>
                    <Paragraph>
                        <Text Formatted="false">Hertz cash deposit ID card - an application for this card
may be obtained by contacting your local Hertz Reservation center.  This card requires a deposit in cash or
travelers checks at the beginning of the rental.  The minimum deposit is the estimated cost of the rental plus
50 percent of that amount, with a minimum deposit of USD 250.00.</Text>
                    </Paragraph>
                    <Paragraph>
                        <Text Formatted="false">Hertz cash card - this card allows cash rentals and
waives the deposit requirement.  This card is no longer issued. However, previously issued cards are
honored.</Text>
                    </Paragraph>
                </SubSection>
            </Info>
        </Cash>
        <Voucher>
            <Info>
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">Tour vouchers and MCO's issued in the U.S. including
Alaska and Hawaii, for rentals at Hertz u.s. corporate locations will not be sufficient unless one of the following
is also provided:</Text>
                    </Paragraph>
                    <Paragraph>
                        <ListItem Formatted="false">Acceptable credit card in the renter's own
name</ListItem>
                        <ListItem Formatted="false">Aproved cash rental</ListItem>
                    </Paragraph>
                </SubSection>
            </Info>
        </Voucher>
        <Deposit>
            <AcceptablePaymentCards>
                <AcceptablePaymentCard CardType="AX" CardName="American Express"/>
                <AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>
                <AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>
                <AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>
                <AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>
                <AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>
                <AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>
                <AcceptablePaymentCard CardType="XS" CardName="Access Card"/>
                <AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>
                <AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>
                <AcceptablePaymentCard CardType="CG" CardName="Chargex"/>
                <AcceptablePaymentCard CardType="CX" CardName="Choice"/>
                <AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>
                <AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>
                <AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>
            </AcceptablePaymentCards>
            <Info>
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">When a deposit is required, the amount is based on the
following charges - rate, taxes, LDW, PAI/PEC, LIS, refueling, surcharge/ motor vehicle fees, additional
authorized driver fees, supplementary equipment fees, age differentials, etc.</Text>
                    </Paragraph>
                </SubSection>
            </Info>
        </Deposit>
        <Guarantee>
            <AcceptablePaymentCards>
                <AcceptablePaymentCard CardType="AX" CardName="American Express"/>
                <AcceptablePaymentCard CardType="CB" CardName="Carte Blanche"/>
                <AcceptablePaymentCard CardType="DC" CardName="Diners Club"/>
                <AcceptablePaymentCard CardType="DS" CardName="Discover / Novus"/>
                <AcceptablePaymentCard CardType="EC" CardName="Eurocard"/>
```

```xml
            <AcceptablePaymentCard CardType="IK" CardName="Mastercard"/>
            <AcceptablePaymentCard CardType="VI" CardName="Visa / BankAmericard"/>
            <AcceptablePaymentCard CardType="XS" CardName="Access Card"/>
            <AcceptablePaymentCard CardType="ZE" CardName="Hertz"/>
            <AcceptablePaymentCard CardType="BB" CardName="Barclay Card"/>
            <AcceptablePaymentCard CardType="CG" CardName="Chargex"/>
            <AcceptablePaymentCard CardType="CX" CardName="Choice"/>
            <AcceptablePaymentCard CardType="CL" CardName="Credit Libanais"/>
            <AcceptablePaymentCard CardType="MD" CardName="Diamond Card"/>
            <AcceptablePaymentCard CardType="LH" CardName="Lufthansa Courtesy"/>
        </AcceptablePaymentCards>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">Due to limited availability, some vehicles require a credit card guarantee.  If the vehicle is not needed, it must be cancelled prior to the penalty period or a cancellation fee will be applied to the credit card.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Guarantee>
</PaymentOptions>
<RequirementInfos>
    <RequirementInfo Type="License" Title="License">
        <SubSection>
            <Paragraph>
                <Text Formatted="false">An acceptable valid driver's license, issued from your country of residence, must be presented at time of rental.  The driver's license must be valid for the entire rental period.  If the driver's license is in a language other than English, and the rental is in the United States, an International Driver's Permit is recommended.  In all cases, a valid driver's license issued from your home country must be provided, whether or not you possess an international driver's permit.  You will not be allowed to rent a Hertz vehicle with only an international driver's permit.</Text>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">At some locations, renters/authorized drivers may be subject to an electronic driver's license verification with the issuing state*s department of motor vehicles (DMV).  Hertz will rely on the information provided from the electronic DMV verification to determine if the renter/authorized driver is qualified to rent/operate the vehicle.</Text>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">The rental and/or authorized driver privileges will be denied if the driver's license verification indicates that the renter/authorized driver's license is:</Text>
            </Paragraph>
            <Paragraph>
                <ListItem Formatted="false">Currently suspended, revoked, expired, invalid or surrendered</ListItem>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">The rental and/or authorized driver privileges will be denied if he/she has, within the past 24 months, paid a fine or pleaded guilty or no contest to or otherwise been convicted of</Text>
            </Paragraph>
            <Paragraph>
                <ListItem Formatted="false">3 or more moving violations, including seatbelt violations and speeding violations</ListItem>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">Hertz will not rent to anyone whose driving record reflects any of the above violations.  Hertz reserves the right to change, add to, and/or modify any or all of these conditions without any prior notification.</Text>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">If the renter/authorized driver provides false or misleading information, liability protection for the customer will be void.  The customer will be responsible for any damage to the rental vehicle, property damage to other, personal injury to themselves and personal liability to others.</Text>
```

```
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">If a renter/authorized driver prefers to have the driver's
license verification processed prior to the time of rental, they may contact TML Travelcheck center at 800-743-
7891.  TML Travelcheck, which provides Driver's license verification services to Hertz, will process the driver's
license and verify if the renter/authorized driver qualify for rental/driving privileges.  Depending on the issuing
state, a fee of up to USD 9.95 -payable by credit card only- will be charged by TML Travelcheck for this
service.</Text>
            </Paragraph>
        </SubSection>
    </RequirementInfo>
    <RequirementInfo Title="Geographic Restrictions" Type="Geographic">
        <SubSection>
            <Paragraph>
                <Text Formatted="false">Hertz cars may not be driven into Mexico.</Text>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">Hertz cars may be driven into Canada but the following
restrictions apply:</Text>
                <ListItem Formatted="false">Rental location must be notified in advance so that
necessary paperwork can be included with the car.</ListItem>
                <ListItem Formatted="false">Canadian customs and excise regulations prohibit
Canadian residents from driving US rental vehicles in Canada and/or returning to the US.  When a Canadian
resident rents a US car in the US and drives into Canada, he/she must obtain a travelers vehicle permit from
Canadian customs (Form E50B).  Then the renter must go directly to a Canadian Hertz location and exchange
the US car for a Canadian car within 24 hours.  No one way rental fees are applied. Residency is based on
the primary renter.</ListItem>
                <ListItem Formatted="false">Renters may only drive in Canada for 30 days unless
extension is requested from customs at time of entry.
</ListItem>
            </Paragraph>
        </SubSection>
    </RequirementInfo>
    <RequirementInfo Title="Vehicle Drop Off" Type="DropOff">
        <SubSection SubTitle="Instructions for Customer">
            <Paragraph>
                <Text Formatted="false">Cars may not be returned within the state of Alaska or within
Mexico.</Text>
            </Paragraph>
            <Paragraph>
                <Text Formatted="false">All successfully confirmed vehicle reservations for one-way
rentals will include a valid rate and any applicable one-way rental charge.</Text>
            </Paragraph>
        </SubSection>
        <SubSection SubTitle="Instructions for Travel Agent using Sabre">
            <Paragraph>
                <Text Formatted="false">Enter the Hertz location code for the drop off location in the
/DO-  field along with /RC-BEST  and Hertz will return the best rate available.</Text>
            </Paragraph>
        </SubSection>
    </RequirementInfo>
</RequirementInfos>
</Requirements>
<AdditionalFees>
    <Taxes>
        <Tax Percentage="15.00">
            <Info>
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">State and/or local taxes of 15 percent will be
applied.</Text>
                    </Paragraph>
                </SubSection>
            </Info>
        </Tax>
    </Taxes>
```

```xml
<Fees>
    <Fee CurrencyCode="USD" TaxInclusive="false" Description="Customer Facility Charge" IncludedInRate="false">
        <Calculation UnitCharge="4.00" UnitName="Day"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">A customer facility charge of USD 4.00 per day will be applied to all rentals.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Fee>
    <Fee CurrencyCode="USD" TaxInclusive="false" Description="Property Tax, Title License Fee Reimbursement" IncludedInRate="false">
        <Calculation UnitCharge="1.35" UnitName="Day"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">A property tax, title license fee reimbursement of USD 1.35 per day will be applied to the rental.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Fee>
    <Fee CurrencyCode="USD" TaxInclusive="false" Description="Airport Concession Fee" IncludedInRate="false">
        <Calculation Percentage="11.1"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">There is an 11.1 percent airport concession fee recovery applied to all rentals.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Fee>
    <Fee CurrencyCode="USD" TaxInclusive="false" Description="Government Rate Supplement" IncludedInRate="false">
        <Calculation UnitCharge="5.00" UnitName="Day"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">When traveling on official U. S. Government business, renter will be charged a standard mandatory Government Administrative Rate Supplement (GARS) of USD 5.00 per day in addition to the rates listed.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Fee>
    <Fee CurrencyCode="USD" TaxInclusive="false" Description="Fuel" IncludedInRate="false">
        <Calculation UnitCharge="4.96" UnitName="Gallon"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">A refueling charge of approximately USD 4.96 per gallon will be applied to the rental if the vehicle is returned with less than a full tank. Fuel purchase option is available at time of rental and allows you to return the car without refueling the gas tank. The cost is based on the self-service gas prices in the area.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Fee>
</Fees>
<Surcharges>
```

```xml
<Surcharge CurrencyCode="USD" TaxInclusive="false" Description="Frequent Flyer
Surcharges">
        <MinMax MaxCharge="2.00"/>
        <Calculation UnitCharge="0.50" UnitName="Day"/>
        <Info>
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">For rentals in the U.S, Puerto Rico, and Canada when
the renter chooses to receive frequent flyer miles or credits from the following us airline programs Hertz will
assess a frequent flyer surcharge equivalent to USD 0.50 per day up to a maximum of USD 2.00 per rental.
The amount assessed is collected by Hertz to offset a portion of Hertz annual cost of participation in frequent
flyer programs.</Text>
                </Paragraph>
                <Paragraph>
                    <ListItem>America West Airlines</ListItem>
                    <ListItem>Alaska Airlines</ListItem>
                    <ListItem>Aloha Airlines</ListItem>
                    <ListItem>Continental Airlines</ListItem>
                    <ListItem>Delta Air Lines</ListItem>
                    <ListItem>Frontier Airlines</ListItem>
                    <ListItem>Hawaiian Airlines</ListItem>
                    <ListItem>Midwest Airlines</ListItem>
                    <ListItem>Southwest Airlines</ListItem>
                    <ListItem>United Airlines</ListItem>
                    <ListItem>US Airways</ListItem>
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">For rentals in the US, Puerto Rico, and Canada when
the renter chooses to receive miles in the American Airlines AAdvantage program the frequent flyer surcharge
will be calculated based on the federal excise tax expense incurred by Hertz when it purchases miles from
American Airlines. Under the tax relief act of 1997, all companies that purchase frequent flyer miles from
airlines must pay a 7.5 percent excise tax on the cost of those miles (approximately 3 cents per rental
day).</Text>
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">Surcharge is not applicable to mileage/points or credits
earned on international airlines, hotel programs or other non-airline frequency programs.</Text>
                </Paragraph>
            </SubSection>
        </Info>
    </Surcharge>
</Surcharges>
</AdditionalFees>
<Liabilities>
    <Coverages>
        <Coverage Type="21">
            <CoverageInfo Title="Insurance">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">On all rentals commencing in the state of Texas, Hertz
will provide secondary liability protection. The renters personal/business insurance is used to its limits. In the
event of no applicable liability protection, Hertz - by default - becomes primary.</Text>
                    </Paragraph>
                    <Paragraph>
                        <Text Formatted="false">Hertz will become primary if the liability insurance
supplement - LIS - is purchased.</Text>
                    </Paragraph>
                </SubSection>
            </CoverageInfo>
        </Coverage>
        <Coverage Type="32">
            <CoverageInfo Title="PAI-Personal Accident Insurance">
                <SubSection>
                    <Paragraph>
                        <Text Formatted="false">Personal Accident Insurance/Personal Effects
Coverage. Both coverage options ,PAI and PEC, are included in a singular fee of USD 5.50 per day.</Text>
```

```
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">PAI provides certain live and medical benefits in the
event of accidental death and/or injury occurring during the rental. PAI coverage extends to the customer for
the duration of the rental and to all passengers while entering, exiting and occupying the car.</Text>
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">PEC provides limited protection for loss of or damage to
covered personal effects while such personal effects are in transit or in any hotel or other building enroute
during the rental period. Coverage applies to the customer and members of the customer's immediate family
who permanently reside in the customer's household and are traveling with the renter.</Text>
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">PAI and PEC are available for a singular charge for
each full or partial day.</Text>
                </Paragraph>
            </SubSection>
        </CoverageInfo>
    </Coverage>
    <Coverage Type="27">
        <CoverageInfo Title="Liability Insurance Supplement">
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">Available for an additional charge of USD 8.83 per day.
LIS provides the renter and authorized operators of the rental vehicle with primary liability protection for third
party accident claims up to a combined single limit of USD 1,000,000.00 for bodily injury, including death and
property damage for each occurrence. The LIS charge applies to each full or partial rental day.</Text>
                </Paragraph>
            </SubSection>
        </CoverageInfo>
    </Coverage>
    <Coverage Type="24">
        <CoverageInfo Title="LDW-Loss Damage Waiver">
            <SubSection>
                <Paragraph>
                    <Text Formatted="false">Loss damage waiver - LDW - is not insurance. It is an
optional customer service which relieves the customer from responsibility for the loss of or damage to the
rental car resulting from any cause provided the car is in accordance with the terms of the rental
agreement.</Text>
                </Paragraph>
                <Paragraph>
                    <Text Formatted="false">Loss damage waiver varies according to car
type.</Text>
                </Paragraph>
                <Paragraph>
                    <ListItem Formatted="false">USD 20.99 per day for ECAR, CCAR, CDAR, ICAR,
IDAR, SCAR, FCAR, FDAR, SWAR, MCAN, IPAR, FPAR, CPAR, XDAR.</ListItem>
                    <ListItem Formatted="false">USD 25.99 per day for LCAR, LDAR, LWAR, PSAR,
LXAR, XSAR, XXAR, XCAR, IJAR, SJAR, LFAR, PFAR, PWAR, LSAR.</ListItem>
                    <ListItem Formatted="false">USD 34.99 per day for PTAR.</ListItem>
                    <ListItem Formatted="false">USD 21.99 per day for all other car types.</ListItem>
                </Paragraph>
            </SubSection>
        </CoverageInfo>
        <CoverageFees>
            <CoverageFee>
                <Charge CurrencyCode="USD" TaxInclusive="false" IncludedInRate="false">
                    <Calculation UnitCharge="20.99" UnitName="Day"/>
                </Charge>
                <Vehicles>
                    <Vehicle AirConditionInd="true" TransmissionType="Automatic">
                        <VehType VehicleCategory="1"/>
                        <VehClass Size="1"/>
                    </Vehicle>
                    <Vehicle AirConditionInd="true" TransmissionType="Automatic">
                        <VehType VehicleCategory="1"/>
```

```
                    <VehClass Size="2"/>
                </Vehicle>
            </Vehicles>
        </CoverageFee>
    </CoverageFees>
  </Coverage>
 </Coverages>
</Liabilities>
<ServicesOffered>
  <OnLocationServices>
    <OnLocationService Type="ComputerDrivingDirections">
      <OnLocServiceDesc Title="Computerized Driving Directions - CDD">
        <SubSection>
          <Paragraph>
            <Text>Various airports offer an easy to use touch-screen for mapping out local
routes to landmarks, hotels, tourist attractions, restaurants, etc., Which can be printed out and taken with you
in your rental car.  Computerized driving directions are available at this airport location.</Text>
          </Paragraph>
        </SubSection>
      </OnLocServiceDesc>
    </OnLocationService>
    <OnLocationService Type="ExpressReturnService">
      <OnLocServiceDesc Title="Instant Return Service">
        <SubSection>
          <Paragraph>
            <Text>Available to charge card customers at this airport location. You will meet a
Hertz representative in the car return area and will be given a completed rental receipt from a hand-held
computer. There is no need to go to the rental counter which saves you time.</Text>
          </Paragraph>
        </SubSection>
      </OnLocServiceDesc>
    </OnLocationService>
    <OnLocationService Type="SpecialNeeds">
      <OnLocServiceDesc Title="Special Needs">
        <SubSection>
          <Paragraph Name="Accessible Parking">
            <Text>All Hertz corporate locations have designated accessible parking at car
return areas. Customers must provide their own handicapped permit. Due to safety reasons, Hertz does not
provide identification cards or car stickers.</Text>
          </Paragraph>
          <Paragraph Name="Drivers for the Blind or Physically-Impaired Persons">
            <Text>A driver who has a valid drivers license and is at least 25 years of age may
drive a Hertz car rented by a person with visual or other physical impairment.</Text>
          </Paragraph>
          <Paragraph Name="Telephone Service for the Hearing-Impaired">
            <Text>For persons with hearing or speech impairment, the Hertz worldwide
reservation center offers a telephone device for the deaf--TDD--24 hours a day. Call toll free within the U.S. ...
1-800-654-2280</Text>
          </Paragraph>
          <Paragraph>
            <Text>If the customer is unable to board the courtesy bus due to physical
restrictions, during the hours of  0800-2000 they may use the Hertz phone located in the baggage claim area
to call for pickup arrangements. The customer will be taken to the service center to complete their rental
paperwork.</Text>
          </Paragraph>
        </SubSection>
      </OnLocServiceDesc>
    </OnLocationService>
    <OnLocationService Type="FrequentRenter">
      <OnLocServiceDesc Title="Gold Service">
        <SubSection>
          <Paragraph>
            <Text>Hertz number one club gold provides you with expedited *counter* service.
Simply go to the specially designated gold counter where a Hertz representative will have a prepared rental
agreement with the pre-selected car class, optional services and credit card taken care of. Our representative
```

will check the drivers license, hand you your keys and you're on your way. When Hertz number one gold *counter* service is confirmed, the letters CNTR will be appended to the confirmation number.</Text>
                </Paragraph>
                <Paragraph>
                    <Text>Take the common bus to the car rental area. You will be met by a Hertz customer service representative who will advise the counter of your arrival. You will then go to the counter, show your driver's license, sign the gold log and collect your contract and keys.</Text>
                </Paragraph>
                <Paragraph>
                    <Text>Number One Club Gold applications can be requested by phone at 1-800-654-3131 or may be obtained through most travel agencies.</Text>
                </Paragraph>
            </SubSection>
        </OnLocServiceDesc>
    </OnLocationService>
</OnLocationServices>
<OffLocationServices>
    <OffLocationService Type="CustPickUp">
        <OffLocServiceDesc>
            <SubSection>
                <Paragraph Name="Prestige Pickup Service">
                    <Text>Prestige Vehicle Customers will be picked up at hotels and resorts within a 15 mile radius of the prestige collection. Pickup service beyond the 15 mile radius may be available for an additional fee. Advise customer to call the location at 972-453-4785 and speak to a manager to finalize pickup arrangements.</Text>
                </Paragraph>
            </SubSection>
        </OffLocServiceDesc>
    </OffLocationService>
</OffLocationServices>
<SpecialEquipments>
    <SpecialEquipment Type="18">
        <EquipDesc>
            <SubSection SubTitle="Spinner Kobs">
                <Paragraph>
                    <Text>The spinner knob is a device attached to the steering wheel allowing a physically disabled person easier steering movement. 72 hours advance booking is required. Available at no additional cost. This item cannot be reserved via this reservation system. To confirm, call your local Hertz reservation center.</Text>
                </Paragraph>
            </SubSection>
        </EquipDesc>
    </SpecialEquipment>
    <SpecialEquipment Type="28">
        <EquipDesc>
            <SubSection SubTitle="Wheelchair Accessible Vans">
                <Paragraph>
                    <Text>Wheelchair accessible vans are now available by calling your local Hertz reservation center. Hertz will then put you in touch with the wheelchair van company.</Text>
                </Paragraph>
            </SubSection>
        </EquipDesc>
    </SpecialEquipment>
    <SpecialEquipment Type="7">
        <EquipDesc>
            <SubSection SubTitle="CSI - Child Seat Infant">
                <Paragraph>
                    <Text>Infant seats are available at this location. The cost is USD 8.00 per day, USD 40.00 per week up to a maximum charge of USD 60.00. This equipment is available for one-way rentals at no additional charge. The seats commonly used by Hertz are the century Smartfit for infants up to 20 pounds. The seat is to be installed in the rear seat by the renter, facing toward the back. Should the renter decline to install the seat, the Hertz representative may install the seat according to manufacturer specifications.</Text>
                </Paragraph>
                <Paragraph>

```xml
            <Text>In California, child safety seats are required by law for children less than 2 years of age.</Text>
          </Paragraph>
        </SubSection>
      </EquipDesc>
      <EquipCharges>
        <EquipCharge TaxInclusive="false" CurrencyCode="USD">
          <MinMax MaxCharge="60.00"/>
          <Calculation UnitCharge="8.00" UnitName="Day"/>
          <Calculation UnitCharge="40.00" UnitName="Week"/>
        </EquipCharge>
      </EquipCharges>
    </SpecialEquipment>
    <SpecialEquipment Type="8">
      <EquipDesc>
        <SubSection SubTitle="CST - Child Seat Toddler">
          <Paragraph>
            <Text>Child seats are available at this location. The cost is USD 8.00 per day, USD 40.00 per week up to a maximum charge of USD 60.00. This equipment is available for one-way rentals at no additional charge. The seat commonly used by hertz is the century 2000 for children 21-40 pounds. The seat is to be installed by the renter in the back seat of the car, facing forward. Should the renter decline to install the seat, the Hertz representative may install the seat according to manufacturer specifications.</Text>
          </Paragraph>
          <Paragraph>
            <Text>In Texas, child safety seats are required by law for children less than 2 years of age.</Text>
          </Paragraph>
        </SubSection>
      </EquipDesc>
      <EquipCharges>
        <EquipCharge TaxInclusive="false" CurrencyCode="USD">
          <MinMax MaxCharge="60.00"/>
          <Calculation UnitCharge="8.00" UnitName="Day"/>
          <Calculation UnitCharge="40.00" UnitName="Week"/>
        </EquipCharge>
      </EquipCharges>
    </SpecialEquipment>
    <SpecialEquipment Type="11">
      <EquipDesc>
        <SubSection SubTitle="HCR - Hand Control Right">
          <Paragraph>
            <Text>Hand controlled equipment is a device that attaches to the brake and gas pedal. This allows a person to drive the vehicle without using legs. It is available at no additional cost. Equipment may be confirmed with 24 hours advance booking. If advance booking is not met, equipment will be requested. The equipment may be used on one-way rentals free of charge.  Right hand controls are not installed on PXAR, LWAR, PSAR, LDAR, LXAR, XSAR, XXAR, XCAR, PVAR, FVAR, LVAR, FKAR, IJAR, SJAR, FJAR, IPAR, XDAR, PWAR and may be requested only on STAR and SFAR. Renters must bring their own handicapped parking permit as Hertz does not provide handicapped ID cards or car stickers.</Text>
          </Paragraph>
        </SubSection>
      </EquipDesc>
    </SpecialEquipment>
    <SpecialEquipment Type="12">
      <EquipDesc>
        <SubSection SubTitle="HCL - Hand Control Left">
          <Paragraph>
            <Text>Hand controlled equipment is a device that attaches to the brake and gas pedal. This allows a person to drive the vehicle without using legs. It is available at no additional cost. Equipment may be confirmed with 24 hours advance booking. If advance booking is not met, equipment will be requested. The equipment may be used on one-way rentals free of charge.  Right hand controls are not installed on PXAR, LWAR, PSAR, LDAR, LXAR, XSAR, XXAR, XCAR, PVAR, FVAR, LVAR, FKAR, IJAR, SJAR, FJAR, IPAR, XDAR, PWAR and may be requested only on STAR and SFAR. Renters must bring their own handicapped parking permit as Hertz does not provide handicapped ID cards or car stickers.</Text>
          </Paragraph>
        </SubSection>
      </EquipDesc>
```

```
            </SpecialEquipment>
            <SpecialEquipment Type="13">
                <EquipDesc>
                    <SubSection SubTitle="NAV - Navigational System">
                        <Paragraph>
                            <Text>Neverlost is confirmable at this location. Neverlost is an on-board
navigational system. It is a route guidance system that provides turn-by-turn driving directions to thousands of
destinations within each participating locale by means of an in-car, 4 inch LCD video screen and computer
generated voice instructions. Neverlost is offered on CAR/IDAR/FCAR/FDAR/PCAR/LCAR at most locations,
at a cost of USD 8.00 per day, USD 40.00 per week.</Text>
                        </Paragraph>
                    </SubSection>
                </EquipDesc>
            </SpecialEquipment>
        </SpecialEquipments>
    </ServicesOffered>
</OTA_VehLocDetailRS>
```

5.4. OTA_VehLocSearchRQ/RS

The Vehicle Location Search request message provides for a search of vendor
locations based on input criteria. This allows the customer to find a location that
is non-airport or a location when the customer does not know the airport code.

The criteria must be one or more of the following:

- a full address

- zip/postal code

- area code

- area code/exchange

- landmark name.

Note that only one search may be requested in the OTA_VehLocSearchRQ
message. Multiple searches require the sending of multiple
OTA_VehLocSearchRQ messages.

In the response, one or more vendor locations may be returned in a list format.
The message shall include high-level information such as specific address and
number of miles from the requested criteria. The response message may include
"Warnings" from business processing rules or "Errors" if the request did not
succeed.

5.4.1. Use Case: Request for Vehicle Vendors at Location

A traveler will be arriving at Heathrow Airport and inputs the airport code LHR
to find out which rental car agencies are nearby. Avis returns the following list of
locations to the client:

London Heathrow Airport – located AT airport
Northrop Rd.
Hounslow, Middlesex
London   TW6 2QA
United Kingdom   Telephone: (44) 020 8899 1000

Park Road – located OFF Airport
Sunbury-On-Thames   TW16 5BZ
United Kingdom   Telephone: (44) 01932-781040

Park Royal – located OFF Airport
243 Acton Lane
London   NW10 7NR
United Kingdom   Telephone: (44) 0208 453 1212

Kingston Autoway Svc Station – located OFF Airport
Shannon Corner Kingston Bypass
New Malden Surrey KT3 6HF
United Kingdom   Telephone: (44) 020 8949 7850

London W14 (Kensington) – Located OFF Airport
(Earls Court)
181-183 Warwick Road
London W14 8PU
United Kingdom   Telephone: (44) 0207-244

5.4.1.1. Event: Request

The traveler requests information about car rentals available at Heathrow Airport.

OTA_VehLocSearchRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehLocSearchRQ xmlns="http://www.opentravel.org/OTA/2003/05" EchoToken="18723222"
TimeStamp="2003-03-31T16:10:00Z" Version="1.001" Target="Production" SequenceNmbr="1566"
ReqRespVersion="1.0" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_VehLocSearchRQ.xsd">
    <POS>
        <Source>
            <RequestorID URL="TrailFinders" Type="COR" ID="IDJC595N"/>
            <BookingChannel Type="ADS" Primary="true"/>
        </Source>
        <Source>
            <RequestorID Type="TA" ID="91201504"/>
        </Source>
    </POS>
    <VehLocSearchCriterion ExactMatch="true" ImportanceType="Mandatory">
        <RefPoint>LHR</RefPoint>
    </VehLocSearchCriterion>
</OTA_VehLocSearchRQ>
```

5.4.1.2. Event: Response

Avis sends back the information to the traveler about car rentals near Heathrow airport.

OTA_VehLocSearchRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
```

```xml
<OTA_VehLocSearchRS EchoToken="18723222-J0AE-0940" SequenceNmbr="1566" Target="Production"
TimeStamp="2003-03-31T19:39:30Z" Version="2.000" 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_VehLocSearchRS.xsd">
    <Success/>
    <VehMatchedLocs>
        <VehMatchedLoc>
            <LocationDetail AtAirport="true" Code="LHR" Name="London Heathrow Airport">
                <Address>
                    <StreetNmbr>Northrop Rd</StreetNmbr>
                    <AddressLine>Hounslow, Middlesex</AddressLine>
                    <CityName>London</CityName>
                    <PostalCode>TW6 2QA</PostalCode>
                    <CountryName Code="GB">United Kingdom</CountryName>
                </Address>
                <Telephone PhoneNumber="(44) 020 8899 1000" FormattedInd="false"/>
            </LocationDetail>
        </VehMatchedLoc>
        <VehMatchedLoc>
            <LocationDetail AtAirport="false" Code="HD3" Name="Park Road">
                <Address>
                    <CityName>Sunbury-On-Thames</CityName>
                    <PostalCode>TW16 5BZ</PostalCode>
                    <CountryName Code="GB">United Kingdom</CountryName>
                </Address>
                <Telephone PhoneNumber="(44) 01932-781040" FormattedInd="false"/>
            </LocationDetail>
        </VehMatchedLoc>
        <VehMatchedLoc>
            <LocationDetail AtAirport="false" Code="PR5" Name="Park Royal">
                <Address>
                    <StreetNmbr>243 Acton Lane</StreetNmbr>
                    <CityName>London</CityName>
                    <PostalCode>NW10 7NR</PostalCode>
                    <CountryName Code="GB">United Kingdom</CountryName>
                </Address>
                <Telephone PhoneNumber="(44) 0208 453 1212" FormattedInd="false"/>
            </LocationDetail>
        </VehMatchedLoc>
        <VehMatchedLoc>
            <LocationDetail AtAirport="false" Code="KL7" Name="Kingston Autoway Svc Station">
                <Address>
                    <StreetNmbr>Shannons Cornr Kingston Bypass</StreetNmbr>
                    <CityName>New Malden Surrey</CityName>
                    <PostalCode>KT3 6HF</PostalCode>
                    <CountryName Code="GB">United Kingdom</CountryName>
                </Address>
                <Telephone PhoneNumber="(44) 020 8949 7850" FormattedInd="false"/>
            </LocationDetail>
        </VehMatchedLoc>
        <VehMatchedLoc>
            <LocationDetail AtAirport="false" Code="LO3" Name="London W14 (Kensington)">
                <Address>
                    <StreetNmbr>(Earls Court)</StreetNmbr>
                    <AddressLine>181-183 Warwick Rd</AddressLine>
                    <CityName>London</CityName>
                    <PostalCode>W14 8PU</PostalCode>
                    <CountryName Code="GB">United Kingdom</CountryName>
                </Address>
                <Telephone PhoneNumber="(44) 0207-244 6577" FormattedInd="false"/>
            </LocationDetail>
        </VehMatchedLoc>
    </VehMatchedLocs>
    <Vendor>Avis</Vendor>
</OTA_VehLocSearchRS>
```

5.5. OTA_VehModifyRQ/RS

The Vehicle Modify message set is intended for customers to change information on an existing reservation The Vehicle Modify message sets do not require a Retrieve Reservation message set to be used prior to the modify, but may be used in conjunction with one. The Vehicle Modify message set can only be used for a single, specific reservation and cannot be used to change multiple reservations at one time. A Vehicle Modify message set can be a single phase or two-phase approach. A single-phase message would be where the client simply requests to "modify this reservation as follows….". A two-phase message introduces the concept of a "what if" question (what if I modify this message as follows?). The response to the first phase will identify any penalties, any subsequent costs, etc. The second phase is where the action is confirmed "go ahead and complete the request" or "ignore the request I just sent."

The purpose of the request message is indicated using the Type Attribute:

- **Initiate**—indicates the initial request
- **Ignore**—stop the request
- **Confirm**—to complete the modification

The state of the response message using the Status Attribute:

- **Pending**—modification is possible but not completed
- **Ignored**— modification ignored
- **Cancelled**— modification completed

Vehicle Modify could be used in any of the following circumstances:

- Flight may be delayed or cancelled and customer would need to update their reservation arrival.
- Customer has additional passengers so would need to change the car reserved.
- Customer now requires special equipment that was not on their original reservation.
- Customer has changed travel plans to fly in to a different city so will need to adjust the arrival city.
- Customer has changed travel plan to fly in or out on a different date and/or time so will need to adjust the dates and/or times.
- Customer originally listed on the reservation is not going so the name on the reservation would need to change.

There are many other individual elements which could be changed but are too numerous to list.

5.5.1. Use Case: Modify a Reservation, once it has been retrieved

This use case assumes that a single reservation has already been retrieved. For additional information see use case for Retrieve Reservation.

5.5.1.1. Event: Request

Jeanne Grey reviews the information in the reservation and changes her drop-off date and time to July 27 at 6:30 pm. Since she is keeping the car for an extra day, this will have the effect of changing her rate and total charges.

OTA_VehModifyRQ.xml

```xml
<OTA_VehModifyRQ EchoToken="JSP1234" TimeStamp="2001-12-17T09:30:47-05:00" Version="1.001"
SequenceNmbr="1"
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_VehModifyRQ.xsd">
  <POS>
    <Source>
      <RequestorID Type="1" ID="TrailFinders"/>
      <!-- Type 1= Customer -->
    </Source>
    <Source>
      <RequestorID Type="6" ID="0108146B"/>
      <!-- Type 5= Travel agency, 6= Airline, 11= Tour Operator, 16= Reference -->
    </Source>
  </POS>
  <VehModifyRQCore Status="Available" ModifyType="Modify">
    <UniqueID Type="14" ID="04235134US1"/>
    <!-- Type 14= Reservation -->
    <VehRentalCore PickUpDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-27T18:30:00">
      <PickUpLocation LocationCode="STL"/>
      <ReturnLocation LocationCode="STL"/>
    </VehRentalCore>
    <Customer>
      <Primary>
        <PersonName>
          <GivenName>Jeanne</GivenName>
          <Surname>Grey</Surname>
        </PersonName>
        <CitizenCountryName Code="US"/>
      </Primary>
    </Customer>
    <VendorPref CompanyShortName="Avis">Avis Rent-A-Car</VendorPref>
    <VehPref TypePref="Preferred" ClassPref="Only" AirConditionPref="Only" TransmissionPref="Only"
TransmissionType="Manual">
      <VehType VehicleCategory="1"/>
      <!-- 1=car, 2=van, 3=SUV-->
      <VehClass Size="5"/>
      <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10= prem -->
    </VehPref>
    <RateQualifier RateQualifier="F7" RateCategory="8G"/>
    <!-- RateCategory 2=business, 3=leisure, 6=all -->
  </VehModifyRQCore>
</OTA_VehModifyRQ>
```

5.5.1.2. Event: Response

The system confirms the change with the following information

Confirmation Number: 451J72
Name: Jeanne Grey
Pick Up Date: July 25, 2003 at 3:30 pm
Drop Off Date: July 27, 2003 at 6:30 pm

Rental Office Address and Phone Number:
ST. LOUIS AIRPORT (ON-SITE)
10278 NATURAL BRIDGE ROAD
BERKELEY, MO 63134-3313
(314) 552-2500

Office Hours:
24 hours a day, 7 days a week.

Car and Rate Information:
Intermediate

$36.00	(Daily 2 Days @ 18.00)
$ 6.00	(Hourly 3 hours @ 2.00)
$10.00	(SURCHARGE 2 Days @ 5.00)
$52.00	(Subtotal)

SURCHARGE
$2.10 (AIRPORT ACCESS FEE)

Total charges $54.10

Unlimited free miles.

OTA_VehModifyRS.xml

```xml
<OTA_VehModifyRS EchoToken="JSP12345" Target="Production" Version="2.000" SequenceNmbr="0"
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_VehModifyRS.xsd">
  <Success/>
  <VehModifyRSCore ModifyStatus="Modified">
    <VehReservation>
      <Customer>
        <Primary/>
      </Customer>
      <VehSegmentCore>
        <ConfID Type="14" ID="04235134US1"/>
        <Vendor>Avis</Vendor>
        <VehRentalCore PickUpDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-
27T18:30:00">
          <PickUpLocation LocationCode="STL" CodeContext="IATA"/>
          <ReturnLocation LocationCode="STL" CodeContext="IATA"/>
        </VehRentalCore>
        <Vehicle AirConditionInd="true" TransmissionType="Manual">
          <VehType VehicleCategory="1"/>
          <!-- 1=car, 2=van, 3=SUV-->
          <VehClass Size="5"/>
```

```xml
            <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10=
prem-->
        </Vehicle>
        <RentalRate>
          <RateDistance Unlimited="true" DistUnitName="Mile" VehiclePeriodUnitName="RentalPeriod"/>
          <VehicleCharges>
            <VehicleCharge TaxInclusive="false" GuaranteedInd="false" IncludedInRate="true"
Amount="42.00" CurrencyCode="USD" Purpose="1">
              <TaxAmounts>
                <TaxAmount Total="5.58" CurrencyCode="USD" Description="Includes taxes and
surcharges"/>
              </TaxAmounts>
              <Calculation UnitName="Day" UnitCharge="18.00" Quantity="2"/>
              <Calculation UnitName="Hour" UnitCharge="2.00" Quantity="3"/>
            </VehicleCharge>
            <VehicleCharge TaxInclusive="true" Description="Additional Distance Charge"
GuaranteedInd="false" IncludedInRate="false" Amount="0.00" CurrencyCode="USD" Purpose="8"/>
            <VehicleCharge TaxInclusive="true" Description="Surcharge" GuaranteedInd="false"
IncludedInRate="false" Amount="10.00" CurrencyCode="USD" Purpose="5"/>
            <VehicleCharge TaxInclusive="true" Description="Airport Access Fee" GuaranteedInd="false"
IncludedInRate="false" Amount="2.10" CurrencyCode="USD" Purpose="5"/>
          </VehicleCharges>
          <RateQualifier RateCategory="2" RateQualifier="8G"/>
        </RentalRate>
        <TotalCharge RateTotalAmount="42.00" EstimatedTotalAmount="54.10" CurrencyCode="USD"/>
      </VehSegmentCore>
      <VehSegmentInfo>
        <PricedCoverages>
          <PricedCoverage>
            <Coverage CoverageType="1" Code="ALI">
              <Details CoverageTextType="Description">Additional Liability Insurance (ALI)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="10.95" CurrencyCode="USD"/>
          </PricedCoverage>
          <PricedCoverage>
            <Coverage CoverageType="35" Code="PEP">
              <Details CoverageTextType="Description">Personal Effects Protection (PEP)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="1.00" CurrencyCode="USD"/>
          </PricedCoverage>
          <PricedCoverage>
            <Coverage CoverageType="32" Code="PAI">
              <Details CoverageTextType="Description">Personal Accident Insurance (PAI)</Details>
            </Coverage>
            <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="2.00" CurrencyCode="USD"/>
          </PricedCoverage>
        </PricedCoverages>
        <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Pickup Location">
          <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
            <PostalCode>63134-3300</PostalCode>
            <StateProv StateCode="MO">Missouri</StateProv>
            <CountryName Code="US">U S A</CountryName>
          </Address>
          <Telephone PhoneNumber="(1) 314-552-2500"/>
        </LocationDetails>
        <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Return Location">
          <Address>
            <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
            <CityName>Berkeley</CityName>
```

```
            <PostalCode>63134-3300</PostalCode>
            <StateProv StateCode="MO">Missouri</StateProv>
            <CountryName Code="US">U S A</CountryName>
         </Address>
         <Telephone PhoneNumber="(1) 314-552-2500"/>
       </LocationDetails>
      </VehSegmentInfo>
    </VehReservation>
   </VehModifyRSCore>
</OTA_VehModifyRS>
```

5.6. OTA_VehResRQ/RS

The Reservation message set is intended for a single reservation. This message set requires the customer to specify the location, either by a location search or by knowledge of the rental facility.   This message set assumes the customer has already performed some kind of location search and pinpointed a specific rental branch. An Availability with Rates message set may have been exchanged prior to the Reservation message set, but this is not required. A vendor may make a single reservation upon receiving only the reservation message.

The Reservation messages can be used in any of the following circumstances:

- Customer is performing a single booking and will come into the branch office to pick-up and drop off the vehicle.

- Customer requires a pick-up service at their home or office. In this case the *Off Location Services* element can be used to provide basic information address information as well as special instructions.

- Customer requires delivery and collection service, where a car will be delivered to a specific location and the keys left in a secure place. Again, the *Off Location Services* element can be used to hold address information as well as special instructions.

Rates are already known to the customer or trading partner and only a reservation is needed to communicate the rental need.

Special equipment, such as hand controls or a baby seat can be accommodated through this message set. Special equipment can be returned related to a specific car, rather than as part of the more general reservation. Special circumstances such as chaffeur-driven cars are not specifically accommodated in this message.

5.6.1. Use Case: Vehicle Reservation

Mr. Joe Bailey would like to rent an Intermediate car (with automatic transmission and air conditioning) in Oklahoma City. Mr. Bailey has indicated that he would like a 4-door car and will need a child seat. He will be arriving in Oklahoma City on American Airlines flight 1234 and will be picking up the car at the Oklahoma City Airport on November 1 at 10:30 a.m. and returning the car to the same location on November 9 at 10:00 a.m. He has indicated that he would prefer to rent from Hertz

Mr. Bailey has included his mailing address, phone number, e-mail address, Hertz #1 Club Gold number and American Airlines frequent flyer number in his rental request. Mr. Bailey has also included his Visa as the payment card for the rental.

Hertz confirms Mr. Bailey's booking and returns the following information:
Confirmation Number: C21358AC036

Recap of rental information:

Pickup Date/Time: 11/1/2003 at 10:30 a.m.
Return Date/Time: 11/9/2003 at 10:00 a.m.
Pickup/Return Location: OKC
Vehicle Information: Intermediate 4-door car with automatic transmission and a/c.
Vehicle Descriptive Text: "FORD CONTOUR OR SIMILAR"
Rental Rate Information:
Mileage: Unlimited
Base Rate Total: USD $200.00
Tax Information: USD $24.00 / 12%
Rate Breakdown: $150.00 per week / $50.00 per day
Rate Category/Plan: Leisure - ABC123
Equipment Charges: USD $30.00 - $25.00/week - $5.00/day
Fees: 1 @ $25 and 1 @ $75

Additional Information:

Advisory text
Location Information (name, address and phone number)

5.6.1.1. Event: Request

The traveler sends the request.

OTA_VehResRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehResRQ 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_VehResRQ.xsd" Version="1.001">
    <POS>
        <Source PseudoCityCode="WXYZ" ISOCountry="US">
            <RequestorID Type="5" ID="88888888"/>
        </Source>
        <Source>
            <RequestorID Type="4" ID="T185">
                <CompanyName>Fun Travel</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <VehResRQCore Status="All">
        <VehRentalCore PickUpDateTime="2003-11-01T10:30:00" ReturnDateTime="2003-11-09T10:00:00">
            <PickUpLocation LocationCode="OKC"/>
            <ReturnLocation LocationCode="OKC"/>
```

```xml
        </VehRentalCore>
        <Customer>
            <Primary>
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Joe</GivenName>
                    <Surname>Bailey</Surname>
                    <NameSuffix>Jr.</NameSuffix>
                </PersonName>
                <Telephone PhoneTechType="1" AreaCityCode="405" PhoneNumber="5555828"/>
                <Email EmailType="2">JoeBailey@work.com</Email>
                <Address Type="2">
                    <StreetNmbr>>123 Elm St.</StreetNmbr>
                    <CityName>Oklahoma City</CityName>
                    <PostalCode>73112</PostalCode>
                    <StateProv>Oklahoma</StateProv>
                </Address>
                <CustLoyalty ProgramID="ZE" MembershipID="86720798" TravelSector="2"/>
                <CustLoyalty ProgramID="AA" MembershipID="1234567890" TravelSector="1"/>
            </Primary>
        </Customer>
        <VendorPref CompanyShortName="Hertz" Code="ZE" PreferLevel="Preferred"/>
        <VehPref AirConditionInd="true" TransmissionType="Automatic">
            <VehType VehicleCategory="1" DoorCount="4"/>
            <VehClass Size="6"/>
        </VehPref>
        <DriverType Age="29"/>
        <RateQualifier TravelPurpose="1" CorpDiscountNmbr="12345"/>
        <SpecialEquipPrefs>
            <SpecialEquipPref EquipType="8" Quantity="1"/>
        </SpecialEquipPrefs>
    </VehResRQCore>
    <VehResRQInfo>
        <ArrivalDetails TransportationCode="14" Number="1234">
            <OperatingCompany Code="AA"/>
        </ArrivalDetails>
        <RentalPaymentPref>
            <PaymentCard CardType="1" CardCode="VI" CardNumber="4128000548320918"
ExpireDate="0707">
                <CardHolderName>Joe Bailey Jr</CardHolderName>
            </PaymentCard>
        </RentalPaymentPref>
    </VehResRQInfo>
</OTA_VehResRQ>
```

5.6.1.2. Event: Response

Hertz responds confirming the reservation.

OTA_VehResRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_VehResRS 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_VehResRS.xsd" Version="2.000">
    <Success/>
        <VehResRSCore>
        <VehReservation>
            <Customer>
                <Primary>
                    <PersonName>
                        <NamePrefix>Mr.</NamePrefix>
                        <GivenName>JOE</GivenName>
```

```xml
                    <Surname>BAILEY</Surname>
                    <NameSuffix>Jr.</NameSuffix>
                </PersonName>
            </Primary>
        </Customer>
        <VehSegmentCore>
            <ConfID Type="14" ID="C21358AC036"/>
            <Vendor CompanyShortName="Hertz" Code="ZE"/>
            <VehRentalCore PickUpDateTime="2003-11-01T10:30:00" ReturnDateTime="2003-11-09T10:00:00">
                <PickUpLocation LocationCode="OKC"/>
                <ReturnLocation LocationCode="OKC"/>
            </VehRentalCore>
            <Vehicle AirConditionInd="true" TransmissionType="Automatic">
                <VehType VehicleCategory="1" DoorCount="4"/>
                <VehClass Size="6"/>
                <VehMakeModel Name="FORD CONTOUR OR SIMILAR"/>
            </Vehicle>
            <RentalRate>
                <RateDistance Unlimited="true" DistUnitName="Mile" VehiclePeriodUnitName="RentalPeriod"/>
                <VehicleCharges>
                    <VehicleCharge Amount="200.00" CurrencyCode="USD" TaxInclusive="false" GuaranteedInd="true" Purpose="1">
                        <TaxAmounts>
                            <TaxAmount Total="24.00" CurrencyCode="USD" Percentage="12.00" Description="Tax"/>
                        </TaxAmounts>
                        <Calculation UnitCharge="150.00" UnitName="Week" Quantity="0001"/>
                        <Calculation UnitCharge="50.00" UnitName="Day" Quantity="0001"/>
                    </VehicleCharge>
                </VehicleCharges>
                <RateQualifier RateCategory="3" RateQualifier="ABC123"/>
            </RentalRate>
            <PricedEquips>
                <PricedEquip>
                    <Equipment EquipType="8"/>
                    <Charge Amount="30.00" CurrencyCode="USD" TaxInclusive="false" IncludedInRate="false">
                        <TaxAmounts>
                            <TaxAmount Total="3.90" CurrencyCode="USD" Percentage="12"/>
                        </TaxAmounts>
                        <Calculation UnitCharge="25.00" UnitName="Week" Quantity="0001"/>
                        <Calculation UnitCharge="5.00" UnitName="Day" Quantity="0001"/>
                    </Charge>
                </PricedEquip>
            </PricedEquips>
            <Fees>
                <Fee Amount="25.00" CurrencyCode="USD" TaxInclusive="false" Description="SURCHARGE A:" Purpose="5"/>
                <Fee Amount="75.00" CurrencyCode="USD" TaxInclusive="false" Description="SURCHARGE B:" Purpose="5"/>
            </Fees>
            <TotalCharge RateTotalAmount="200.00" EstimatedTotalAmount="324.00" CurrencyCode="USD"/>
        </VehSegmentCore>
        <VehSegmentInfo>
        <VendorMessages>
            <VendorMessage>
                <SubSection>
                    <Paragraph>
                        <Text>GOOD DRIVING RECORD REQUIRED</Text>
                        <Text>GOLD SERVICE CONFIRMED</Text>
                    </Paragraph>
                </SubSection>
            </VendorMessage>
```

```
        </VendorMessages>
        <LocationDetails AtAirport="true" Code="OKCT11" Name="OKC-WILL ROGERS WORLD AP">
            <Address>
                <StreetNmbr>7100 Terminal Drive</StreetNmbr>
                <CityName>Oklahoma City</CityName>
                <PostalCode>73999</PostalCode>
                <StateProv>Oklahoma</StateProv>
            </Address>
            <Telephone PhoneTechType="1" AreaCityCode="405" PhoneNumber="6812341"/>
        </LocationDetails>
        </VehSegmentInfo>
    </VehReservation>
  </VehResRSCore>
</OTA_VehResRS>
```

5.7. OTA_VehRetResRQ/RS

The Vehicle Retrieve Reservation message set is intended for customers to display their previously made reservation. This message set will allow a customer to retrieve one specific reservation or receive a list of reservations that match specific criteria. At least one field is required for a reservation match to occur. These fields are unique ID (reservation number) name, phone number or customer loyalty number. Trading partners may make additional fields mandatory. In the case where a list of reservations is retrieved, the list will provide key high- level information; such as, dates and times, pick-up location, name and type of class of the vehicle. From the list, the customer can then drill down and retrieve one specific reservation.

Vehicle Retrieve Reservation Request and Response could be used in any of the following circumstances:

- Customer would want to verify all information as being accurate. This reservation may have been made months ago or by a 3rd party. The traveler may wish to verify that the reservation was made accurately and that all information has not changed from the time the reservation was made.

- Customer is on the road and does not have his itinerary for his next location. Depending on the trading partner, this customer would be able to retrieve the reservation and see their next location or a list of locations to which they are going.

- Customer may want to modify their reservation. Depending on the trading partner, a Vehicle Retrieve Reservation may be required before a *Vehicle Modify* can be done.

- Customer wants to modify or cancel an existing reservation, but does not have the Unique ID (reservation number). In this case, the retrieve message function could be used to retrieve a list of reservations that matched the search criteria and the customer could then select a single reservation from the list on which to perform further action.

One of the following is required to complete a Vehicle Retrieve Reservation Request*:* a Unique ID, Customer Loyalty, or PersonName. Many companies may

require a combination of these three. Other optional items are pickup information, telephone number, and vendor.

A Vehicle Retrieve Reservation Response may provide the same information as the Vehicle Reservation Response message .

5.7.1. Use Case: Retrieve Reservation when Reservation Number is Known.

Jeanne Grey has previously made a vehicle reservation with Avis, but she now needs to keep the car an extra day. Jeanne sends her reservation confirmation number (unique_id) of 451J72 and last name to the system.

Avis returns the following information:

Confirmation Number: 451J72
Name: Jeanne Grey
Pick Up Date: July 25, 2003 at 3:30 pm
Drop Off Date: July 26, 2003 at 8:30 am

Rental Office Address and Phone Number:
ST. LOUIS AIRPORT (ON-SITE)
10278 NATURAL BRIDGE ROAD
BERKELEY, MO 63134-3300
(314) 552-2500

Office Hours:
24 hours a day, 7 days a week.

Car and Rate Information:
Intermediate
$18.00 (Daily 1 Days @ 18.00)
$5.00   (SURCHARGE 1 Days @ 5.00)
$23.00 (Subtotal)

SURCHARGE
$2.10   (AIRPORT ACCESS FEE)

Total charges $25.10

Unlimited free miles.

5.7.1.1. Event: Request

The traveler sends the request.

OTA_VehRetResRQ.xml

```
<OTA_VehRetResRQ xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
```

```xml
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05 OTA_VehRetResRQ.xsd" Version="1.001"
EchoToken="JSP12345">
  <POS>
    <Source>
      <RequestorID Type="1" ID="TrailFinders"/>
      <!-- Type 1= Customer -->
    </Source>
  </POS>
  <VehRetResRQCore>
    <UniqueID Type="14" ID="04235134US1"/>
    <!-- Type 14= Reservation -->
    <PersonName>
      <Surname>Grey</Surname>
    </PersonName>
  </VehRetResRQCore>
</OTA_VehRetResRQ>
```

5.7.1.2. Event: Response

Avis returns the reservation information.

OTA_VehRetResRS.xml

```xml
<OTA_VehRetResRS EchoToken="JSP12345" Target="Production" Version="1.001" SequenceNmbr="0"
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_VehRetResRS.xsd">
  <Success/>
  <VehRetResRSCore>
    <VehReservation>
      <Customer>
        <Primary/>
      </Customer>
      <VehSegmentCore>
        <ConfID Type="14" ID="04235134US1"/>
        <Vendor>Avis</Vendor>
        <VehRentalCore PickUpDateTime="2003-07-25T15:30:00" ReturnDateTime="2003-07-
26T08:30:00">
          <PickUpLocation LocationCode="STL" CodeContext="IATA"/>
          <ReturnLocation LocationCode="STL" CodeContext="IATA"/>
        </VehRentalCore>
        <Vehicle AirConditionInd="true" TransmissionType="Manual">
          <VehType VehicleCategory="1"/>
          <!-- 1=car, 2=van, 3=SUV-->
          <VehClass Size="5"/>
          <!-- 2= subcompact, 3= economy, 4= compact, 5= midsize, 6=intermediate, 7= std, 8=full, 9= lux, 10=
prem-->
        </Vehicle>
        <RentalRate>
          <RateDistance Unlimited="true" DistUnitName="Mile" VehiclePeriodUnitName="RentalPeriod"/>
          <VehicleCharges>
            <VehicleCharge TaxInclusive="false" GuaranteedInd="false" IncludedInRate="true"
Amount="18.00" CurrencyCode="USD" Purpose="1">
              <TaxAmounts>
                <TaxAmount Total="2.39" CurrencyCode="USD" Description="Includes taxes and
surcharges"/>
              </TaxAmounts>
              <Calculation UnitName="Day" UnitCharge="18.00" Quantity="1"/>
            </VehicleCharge>
            <VehicleCharge TaxInclusive="true" Description="Additional Distance Charge" GuaranteedInd="false"
IncludedInRate="false" Amount="0.00" CurrencyCode="USD" Purpose="8"/>
            <VehicleCharge TaxInclusive="true" Description="Surcharge" GuaranteedInd="false" IncludedInRate="false"
Amount="5.00" CurrencyCode="USD" Purpose="5"/>
```

```xml
                    <VehicleCharge TaxInclusive="true" Description="Airport Access Fee" GuaranteedInd="false"
IncludedInRate="false" Amount="2.10" CurrencyCode="USD" Purpose="5"/>
                  </VehicleCharges>
                  <RateQualifier RateCategory="2" RateQualifier="8G"/>
                </RentalRate>
                <TotalCharge RateTotalAmount="18.00" EstimatedTotalAmount="25.10" CurrencyCode="USD"/>
              </VehSegmentCore>
              <VehSegmentInfo>
                <PricedCoverages>
                  <PricedCoverage>
                    <Coverage CoverageType="1" Code="ALI">
                      <Details CoverageTextType="Description">Additional Liability Insurance (ALI)</Details>
                    </Coverage>
                    <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="10.95" CurrencyCode="USD"/>
                  </PricedCoverage>
                  <PricedCoverage>
                    <Coverage CoverageType="35" Code="PEP">
                      <Details CoverageTextType="Description">Personal Effects Protection (PEP)</Details>
                    </Coverage>
                    <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="1.00" CurrencyCode="USD"/>
                  </PricedCoverage>
                  <PricedCoverage>
                    <Coverage CoverageType="32" Code="PAI">
                      <Details CoverageTextType="Description">Personal Accident Insurance (PAI)</Details>
                    </Coverage>
                    <Charge TaxInclusive="false" Description="Coverage costs are quoted per day"
IncludedInRate="false" Amount="2.00" CurrencyCode="USD"/>
                  </PricedCoverage>
                </PricedCoverages>
                <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Pickup Location">
                  <Address>
                    <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
                    <CityName>Berkeley</CityName>
                    <PostalCode>63134-3300</PostalCode>
                    <StateProv StateCode="MO">Missouri</StateProv>
                    <CountryName Code="US">U S A</CountryName>
                  </Address>
                  <Telephone PhoneNumber="(1) 314-552-2500"/>
                </LocationDetails>
                <LocationDetails AtAirport="true" Code="STL" Name="St. Louis Lambert International Airport"
CodeContext="Return Location">
                  <Address>
                    <StreetNmbr>10278 Natural Bridge Road</StreetNmbr>
                    <CityName>Berkeley</CityName>
                    <PostalCode>63134-3300</PostalCode>
                    <StateProv StateCode="MO">Missouri</StateProv>
                    <CountryName Code="US">U S A</CountryName>
                  </Address>
                  <Telephone PhoneNumber="(1) 314-552-2500"/>
                </LocationDetails>
              </VehSegmentInfo>
            </VehReservation>
          </VehRetResRSCore>
        </OTA_VehRetResRS>
```

Section 6—Golf Tee Times

The OTA Golf Tee Times provides three separate request/response pairs of messages to support the functionality of requesting data from another system in the process of finding a golf course, inquiring as to availability, and booking a tee time. All message sets assume a pull model, where the originating system requests a specific set of data (as agreed by trading partners).

All messages assume the no-state, meaning that the querying system will initiate the transaction and expect a response from the queried system. All message responses include the request identification. Responses may be returned in any order.

6.1.   OTA_GolfCourseAvailRQ/RS

- **OTA_GolfCourseAvailRQ**—Sends a request for course availability to another system. All the elements and attributes are optional, unless otherwise stated as required.

- **OTA_GolfCourseAvailRS**—Returns the requested set of data if the request can be processed, or includes warnings from business processing rules or errors if the request did not succeed.

6.1.1.   Use Case: Golf Course Availability

Herman and three of his friends would like to play golf on October 31 and tee off between 1:00 and 2:30. They are interested in playing at the course with the identifier of FL1234. The maximum price that they want to pay for 18 holes is $80.00 per person.

6.1.1.1. Event: Request

Herman sends a request message checking on the availability and cost for 18 holes of golf.

OTA_GolfCourseAvailRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseAvailRQ 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_GolfCourseAvailRQ.xsd"
EchoToken="12345" TimeStamp="1003-05-31T13:20:00-05:00" Target="Production" Version="1.001"
SequenceNmbr="123456">
    <GolfCourseTeeTimes CourseID="FL1234">
        <GolfCourseTeeTime Start="2003-10-31T13:00:00" End="2003-10-31T14:30:00"
NumberOfGolfers="4" NumberOfHoles="18" NumberOfTimes="1" MaxPrice="80.00" CurrencyCode="USD">
</GolfCourseTeeTime>
    </GolfCourseTeeTimes>
</OTA_GolfCourseAvailRQ>
```

6.1.1.2. Event: Response

Herman receives a response indicating that there is availability on October 31 between 1:00 and 2:30. The green fee is $70.00 per person with a cart fee of $11.00 per person.

OTA_GolfCourseAvailRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseAvailRS 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_GolfCourseAvailRS.xsd"
EchoToken="12345" TimeStamp="2003-05-31T13:20:00-05:00" Target="Production" Version="1.001"
SequenceNmbr="123456">
    <Success/>
    <UniqueID Type="4" ID="FL1234">
    </UniqueID>
    <GolfCourseTeeTimes>
        <GolfCourseTeeTime Start="2003-10-31T13:00:00" End="2003-10-31T14:30:00"
NumberOfGolfers="4" NumberOfHoles="18" NumberOfTimes="1" MaxPrice="80.00" CurrencyCode="USD">
            <Fees>
                <Fee TaxInclusive="true" Amount="70.00" CurrencyCode="USD">
                    <Description Name="GreensFee">
                        <Text Formatted="false" Language="EN"/>
                    </Description>
                </Fee>
                <Fee TaxInclusive="true" Amount="11.00" CurrencyCode="USD">
                    <Description Name="CartFee">
                        <Text Formatted="false" Language="EN"/>
                    </Description>
                </Fee>
            </Fees>
        </GolfCourseTeeTime>
    </GolfCourseTeeTimes>
</OTA_GolfCourseAvailRS>
```

6.2.   OTA_GolfCourseResRQ/RS

- **OTA_GolfCourseResRQ**—Sends a request for a reservation to another system. All the elements and attributes are optional, unless otherwise stated as required.

- **OTA_GolfCourseResRS**—Returns the requested reservation if the request can be processed, or includes warnings from business processing rules or errors if the request did not succeed.

6.2.1.   Use Case: Golf Course Reservation

Bobby Jones wishes to play a round of golf with a friend on June 10 teeing off at 11:06. He also wants to reserve one golf cart.

6.2.1.1. Event: Request

Bobby sends a reservation request to a golf course with the identifier FL1234. The reservation includes his name, address, phone number and credit card information.

OTA_GolfCourseResRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseResRQ 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_GolfCourseResRQ.xsd"
EchoToken="12345" TimeStamp="2003-05-30T13:20:00Z" Target="Production" Version="1.001"
SequenceNmbr="123456" ID="FL1234" Notification="true">
    <GolfCoursesRes>
        <GolfCourseRes Status="New" StatusMessage="New Reservation Request"
ResponderResConfID="11223344" RequestorResID="AC4132">
            <Rounds>
                <Round RoundID="23456" PlayDateTime="2003-06-10T11:06:00" NumberOfGolfers="2"
StartingTee="1" NumberOfCarts="1" Amount="140.00" CurrencyCode="USD">
                    <Charges>
                        <Charge TaxInclusive="true" Code="7" Amount="70.00" CurrencyCode="USD">
                            <Description Name="Standard Rate - Tourist">
                                <Text Formatted="false" Language="EN"/>
                            </Description>
                        </Charge>
                    </Charges>
                    <Golfers>
                        <Golfer Gender="Male" BirthDate="1923-06-03">
                            <Memberships>
                                <Membership ProgramID="NGCOA" MembershipID="4123546"/>
                            </Memberships>
                            <PaymentForm>
                                <PaymentCard CardType="1" CardCode="AX"
CardNumber="3145234356876223" SeriesCode="1122334" EffectiveDate="0800" ExpireDate="0804">
                                    <CardHolderName>Mr. Bobby Jones</CardHolderName>
                                    <CardIssuerName BankID="1122334455"/>
                                </PaymentCard>
                            </PaymentForm>
                            <PersonName>
                                <NamePrefix>Mr.</NamePrefix>
                                <GivenName>Bobby</GivenName>
                                <Surname>Jones</Surname>
                            </PersonName>
                            <Address Type="1">
                                <StreetNmbr>123 Augusta Lane</StreetNmbr>
                                <CityName>Atlanta</CityName>
                                <PostalCode>23456</PostalCode>
                                <StateProv StateCode="GA">Georgia</StateProv>
                                <CountryName Code="US">United States</CountryName>
                            </Address>
                            <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="703"
PhoneNumber="444-5555"/>
                        </Golfer>
                    </Golfers>
                    <RateQualifiers>
                        <RateQualifier RateQualifier=" NGCOA">
                        </RateQualifier>
                    </RateQualifiers>
                </Round>
            </Rounds>
            <ResID Type="14" ID="123">
        </ResID>
        </GolfCourseRes>
    </GolfCoursesRes>
</OTA_GolfCourseResRQ>
```

6.2.1.2. Event: Response

A response is sent to Bobby confirming his reservation and giving him a reservation id. The response also contains information concerning cancellation penalties and date and time by which the cancellation must be made.

OTA_GolfCourseResRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseResRS 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_GolfCourseResRS.xsd"
EchoToken="12345" TimeStamp="2003-05-30T13:20:00Z" Target="Production" Version="1.001"
SequenceNmbr="123456" ID="FL1234">
    <Success/>
    <GolfCoursesRes>
        <GolfCourseRes Status="New" StatusMessage="New Reservation Request"
RequestorResID="AC4132" ResponderResConfID="11223344">
            <Rounds>
                <Round RoundID="23456" PlayDateTime="2003-06-10T11:06:00" NumberOfGolfers="2"
StartingTee="1" NumberOfCarts="1" Amount="140.00" CurrencyCode="USD">
                    <Charges>
                        <Charge TaxInclusive="true" Code="7" Amount="70.00" CurrencyCode="USD">
                            <Description Name="Standard Rate - Tourist">
                                <Text Formatted="false" Language="EN"/>
                            </Description>
                        </Charge>
                    </Charges>
                    <Cancel CancelByDate="2003-06-10T11:06:00" Amount="55.00" CurrencyCode="USD"/>
                    <Golfers>
                        <Golfer Gender="Male" BirthDate="1923-06-03">
                            <Memberships>
                                <Membership ProgramID="NGCOA" MembershipID="4123546"/>
                            </Memberships>
                            <PaymentForm>
                                <PaymentCard CardType="1" CardCode="AX"
CardNumber="3145234356876223" SeriesCode="1122334" EffectiveDate="0800" ExpireDate="0804">
                                    <CardHolderName>Mr. Bobby Jones</CardHolderName>
                                    <CardIssuerName BankID="1122334455"/>
                                </PaymentCard>
                            </PaymentForm>
                            <PersonName>
                                <NamePrefix>Mr.</NamePrefix>
                                <GivenName>Bobby</GivenName>
                                <Surname>Jones</Surname>
                            </PersonName>
                            <Address Type="1">
                                <StreetNmbr>123 Augusta Lane</StreetNmbr>
                                <CityName>Atlanta</CityName>
                                <PostalCode>23456</PostalCode>
                                <StateProv StateCode="GA">Georgia</StateProv>
                                <CountryName Code="US">United States</CountryName>
                            </Address>
                            <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="703"
PhoneNumber="444-5555"/>
                        </Golfer>
                    </Golfers>
                    <RateQualifiers>
                        <RateQualifier RateQualifier=" NGCOA">
                    </RateQualifier>
                    </RateQualifiers>
                </Round>
            </Rounds>
```

```
        <ResID Type="14" ID="123">
    </ResID>
        </GolfCourseRes>
    </GolfCoursesRes>
</OTA_GolfCourseResRS>
```

6.3.   OTA_GolfCourseSearchRQ/RS

- **OTA_GolfCourseSearchRQ**—Sends a request for course information to
  another system. All the elements and attributes are optional, unless
  otherwise stated as required. The requesting system may request a
  detailed or summary response.

- **OTA_GolfCourseSearchRS**—Returns a set of data representing the
  course(s) that meet the requested criteria. Where the criteria attribute of
  Required is "Yes" then only those courses that meet those criteria will be
  returned. Where the Required attribute is "No" then a course that does
  not meet that criteria may be included in the set. In all cases, where the
  criteria have been included in the request, the comparable trait and its
  value will be returned, along with the basic course information and
  identification. The message may also include warnings from business
  processing rules or errors if the request did not succeed.

6.3.1.   Use Case: Golf Course Search

A golfer is interested in finding a golf course that meets the following criteria:
the architect is Robert Jones, it allows singles to make a reservation, wheelchairs
are allowed and it has a slope value of 110 degrees. The golfer also specifies for
each of the criteria if it has to be met in order for the golf course to be returned in
the response.

6.3.1.1. Event: Request

A message is sent with the criteria for searching for a golf course.

OTA_GolfCourseSearchRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseSearchRQ 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_GolfCourseSearchRQ.xsd"
EchoToken="54321" TimeStamp="2003-11-12T10:30:00" Target="Production" Version="1.001"
SequenceNmbr="2432" PrimaryLangID="en" ID="FL4902" DetailResponse="true">
    <Criteria>
        <Criterion Name="Architect" Value="Robert Jones" Required="false"/>
        <Criterion Name="Singles Confirmed" Value="Yes" Required="true"/>
        <Criterion Name="ADA Challenged" Value="Wheelchair" Required="true"/>
        <Criterion Name="Slope" Value="110" Required="true" Operation="LessThan"/>
    </Criteria>
</OTA_GolfCourseSearchRQ>
```

6.3.1.2. Event: Response

A response is received with two golf courses, one of which does not satisfy the architect criteria. The response returns address information for each of the courses, the phone numbers, and other information about the course.

OTA_GolfCourseSearchRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_GolfCourseSearchRS 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_GolfCourseSearchRS.xsd"
EchoToken="54321" TimeStamp="2003-11-12T10:30:15" Target="Production" Version="1.001"
SequenceNmbr="2433" PrimaryLangID="en">
    <Success/>
    <GolfCourses>
        <GolfCourse ID="FL1234" Name="Sea Grass Golf Resort">
            <Address>
                <CityName>Jupiter</CityName>
                <PostalCode>21921</PostalCode>
                <County>Palm Beach</County>
                <StateProv StateCode="FL"/>
                <CountryName Code="US"/>
            </Address>
            <Phone AreaCityCode="444" PhoneNumber="423-8954"/>
            <Traits>
                <Trait Name="Architect" Value="Robert Jones"/>
                <Trait Name="Singles Confirmed" Value="Yes"/>
                <Trait Name="ADA Challenged" Value="Wheelchair"/>
                <Trait Name="Slope" Value="110"/>
                <Trait Name="Metal Spikes" Value="No"/>
                <Trait Name="Caddies Available" Value="No"/>
                <Trait Name="Yardage" Value="6345"/>
                <Trait Name="Personal Carts Permitted" Value="No"/>
                <Trait Name="Fivesome" Value="No"/>
                <Trait Name="Grass Type" Value="Bermuda"/>
            </Traits>
        </GolfCourse>
        <GolfCourse ID="FL4321" Name="Beach Side Golf Resort">
            <Address>
                <CityName>Palm Beach Gardens</CityName>
                <PostalCode>21932</PostalCode>
                <County>Palm Beach</County>
                <StateProv StateCode="FL"/>
                <CountryName Code="US"/>
            </Address>
            <Phone AreaCityCode="444" PhoneNumber="423-2876"/>
            <Traits>
                <Trait Name="Architect" Value="Jack Nicklaus"/>
                <Trait Name="Singles Confirmed" Value="Yes"/>
                <Trait Name="ADA Challenged" Value="Wheelchair"/>
                <Trait Name="Slope" Value="112"/>
                <Trait Name="Metal Spikes" Value="Yes"/>
                <Trait Name="Caddies Available" Value="Yes"/>
                <Trait Name="Yardage" Value="7102"/>
                <Trait Name="Fivesome" Value="Yes"/>
                <Trait Name="Grass Type" Value="Rye"/>
            </Traits>
        </GolfCourse>
    </GolfCourses>
</OTA_GolfCourseSearchRS>
```

7.1. OTA_HotelAvailRQ/RS

The Hotel Availability Request message provides the ability to search for hotel products available for booking. Most commonly, a search for availability is looking for a room that may be available at certain rates, have certain room amenities, be of a specific room type, etc. A request can also be made for a non-room product, such as banquets and meeting rooms. Presumably, an availability request is made with the intent to ultimately book a reservation for an event or for a room stay.

The Hotel Availability Request allows a system to query another system for detailed availability and pricing information for both room and non-room products. A Hotel Availability Request is used in place of a Hotel Search Request when there is a need to identify availability and rate information in addition to the property list.

This specification addresses the functionality of a traditional request for availability of a property or list of properties. It allows for a request for 'static' property data published by the hotel, that includes information about the hotel facilities, amenities, services, etc., as well as 'dynamic' (e.g., rate oriented) data. For example, a hotel may have an AAA or AARP rate, but it may not necessarily offer it at all times, which affects the availability of the rate.

The availability request can be limited to the individual property level, requiring that the hotel has been identified, in order to be able to perform an availability request and determine the rate and availability at a specific property. It is presumed that the wide area search, or Hotel Search Query, has preceded the availability message to obtain a list of eligible properties. However, a request for availability could be performed on multiple properties simultaneously by specifying multiple hotels. An availability request with search criteria will allow a list of properties to be returned, but with greater property detail, including property info, room/rate info, availability and rules. Due to the amount of information returned for a given property, a Hotel Search Request may be more fitting when only a basic list of properties is required.

The business use cases that the Hotel Availability Request message supports are the following:

- **Availability/Single Property**—determines the availability within the constraints of specified criteria for a single identified property.

- **Availability/Multiple Properties**—determines the availability for multiple properties identified by a Hotel Reference along with additional specified criteria.

- **Availability/Multiple Properties based on Search Criteria**—determines the availability for multiple properties identified by a Hotel Reference along with additional specified criteria.

- **Alternate Availability**—retrieves a list of properties (with availability) that are alternates to a property that may not be available. [While the specifications enable the capability to return alternate choices, the qualifications of the actual returns are dependent upon the application processing the request.]

- **Rate Quotation/Single Property**—obtains rate quotes for a room or non-room product or products at a specific property. Returns a list of the rates available at the hotel for the desired dates.

- **Rate Quotation/Multiple Property—**obtains rate quotes for a room or non-room product or products at multiple properties. Returns a list of rates for the products specified that are available at the hotels for the desired dates.

7.1.1. Use Case: Hotel Availability (TBD)

TBD

7.1.1.1. Event: Request

TBD.

OTA_HotelAvailRQ.xml

TBD

7.1.1.2. Event: Response

TBD.

OTA_HotelAvailRS.xml

TBD

7.2. OTA_HotelAvailNotifRQ/RS

The Availability Notification message notifies a booking source of the status of availability at a specific hotel property. Booking a reservation at a hotel is often affected by systems using yield management tables to determine the availability of a specific rate at a given time. Therefore, the Availability Notification message is often sent in conjunction with two other messages: a Rate Amount Notification message, which communicates the rates that apply to the availability, and a Booking Rule Notification message, which communicates the restrictions that apply to the availability and rates.

These messages include a complex set of controls that indicate whether the hotel has available inventory; that is, closed or open for booking. The RateHurdleStatusMessage element establishes an open/closed situation based upon the number of units available. If a hotel is open, status messages communicate the rate at which those bookings can be made. In addition, booking restrictions that apply to each individual rate, such as a minimum length of stay (LOS) must also be communicated to the booking agent so that hotel guests are informed of all the regulations that govern their reservation.

Inventory is generally considered a physical count, and availability a commitment to sell a room at a specific rate or plan. The physical inventory is the basis by which counts are assigned to the availability. But availability may also depend upon rate plans, as a system may carry a discrete inventory, or an inventory count in association with different rates. Thus, the superset of the inventory may be greater than the physical count, with the actual number of rooms counted down when they are sold.

The status messages in the Availability Notification message also communicate inventory (booking) limits set by Yield and Revenue management systems such as the number of reservations that can be taken for a certain day, and the threshold at which the hotel is closed. A Booking Limit Status Message may even define what can be done after a status is set, such as "Take four more reservations after this status is set."

A system may choose not to synchronize with actual inventory numbers, but with a threshold. Nevertheless, it is critical that booking systems are synchronized with common thresholds, regardless of whether they are derived from virtual or real inventory.

The Availability Notification message uses the StatusApplicationControl to set the status for an inventory block, a rate plan or an inventory code. The attributes: InventoryCodeType, RatePlanCodeType, and InventoryBlockCodeType determine whether the message involves a single code, or a grouping of codes.

The Override attribute allows a reservation system to make a change on controls applied at the level of the Property Management System. For example, a CRS may be allowed to make manual changes while processing bookings during the day, but when full optimization is done, typically during the night, this Boolean attribute determines whether to retain the changes made. This could be applied to override all status messages and is found in the Status Application Control class.

7.2.1. Use Case: Hotel Availability Notification (TBD)

TBD

7.2.1.1. Event: Request

TBD.

OTA_HotelAvailNotifRQ.xml

TBD

7.2.1.2. Event: Response

TBD.

OTA_HotelAvailNotifRS.xml

TBD

7.3. OTA_HotelBookingRuleNotifRQ/RS

The Hotel Booking Rule Notification message communicates the rules and restrictions associated with the general availability or rates at a hotel to a booking source. The application of a booking rule may narrow the availability of inventory at a specific hotel property. For example, a hotel may be accepting reservations for a two-night or three-night stay, but will not accept a reservation for a one-night stay. This situation may be driven by the use of a yield management system that affects the availability of a specific rate at a given time. The Booking Rule Notification message is often sent in conjunction with two other messages: the Availability Notification that communicates the status of availability at a specific hotel property, and the Rate Amount Notification message that communicates the rates that the booking restrictions must be applied to.

The Booking Rule Notification message uses the StatusApplicationControl to indicate the inventory block, rate plan or inventory code that the booking rules apply to. Each BookingRule is potentially a set of different types of booking restrictions. The attributes InventoryCodeType, RatePlanCodeType, and InventoryBlockCodeType determine whether the message involves a single code, or a grouping of codes. In addition, the booking restrictions that apply to each individual rate may include such factors as a minimum length of stay (LOS), or specific days of the week that they are applicable (DOWPattern).

These messages may be used to define multiple rules and restrictions applied to a rate plan. For example, it can set absolute dates during which a restriction is to be applied. Alternatively, a Booking Rule can define the minimum offset of time as well as the maximum offset of time required prior to a guest's arrival defining when a restriction is to be applied, or during which a booking can be made. The minimum and maximum advance requirements are not mutually exclusive, and can be used in combination. The Absolute Deadline and/or the Advance Booking attributes may be used to set applicable restrictions to booking dates.

The Booking Rule Notification message can be used to communicate the types of guarantees that are accepted for a booking, to indicate whether a reservation can be modified or cancelled, and if a refund of a deposit is allowed in the case of a cancellation. The GuaranteeType is an enumerated type that indicates whether a

guarantee is required, or if it is required, the form of the guarantee, such as a credit card, debit card or voucher. In some cases, an actual deposit is required. In other cases, supplying a Profile, that provides the identification of a frequent guest by membership or loyalty program number, may be sufficient for a guarantee.

The CancelPenalties element defines a collection of restrictions and policies for payments made to a hotel in case of cancellation. It is also used to specify the cancellation fee or penalties imposed by the booking restrictions that would be applied when a reservation is NOT canceled, as in the case of a no-show. Cancellation penalties may be applied within a specified time frame either prior to arrival, or after the booking has been made. Likewise, the Required Payments `<RequiredPaymts>` element is used to specify a payment obligation, such as a deposit due, along with the deadline for the payment. The RetributionType indicates the action taken when the deadline has been exceeded, such as cancellation of a reservation when a required payment is not made.

7.3.1. Use Case: Hotel Booking Rule Notification (TBD)

TBD

7.3.1.1. Event: Request

TBD.

OTA_HotelBookingRuleNotifRQ.xml

TBD

7.3.1.2. Event: Response

TBD.

OTA_HotelBookingRuleNotifRS.xml

TBD

7.4. OTA_HotelCommNotifRQ/RS

Commissions provide a request/response pair of messages to support the functionality of updating other systems with commissions to be paid. The message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office that is responsible for paying the commissions, or one of these entities pushing the data to a consolidator contracted to pay commissions.

In the push model, the originating system will send a report using the OTA_HotelCommNotifRQ message. The receiving system will acknowledge its

receipt of that report using the OTA_HotelCommNotifRS message. All message responses include the request identification. Responses may be returned in any order.

7.4.1. Use Case: Hotel Commisions Notification (TBD)

TBD

7.4.1.1. Event: Request

TBD.

OTA_HotelCommNotifRQ.xml

TBD

7.4.1.2. Event: Response

TBD.

OTA_HotelCommNotifRS.xml

TBD

7.5. OTA_HotelDescriptiveContentNotifRQ/RS

The Hotel Descriptive Content Notification is a broadcast message used to publicize detailed descriptive information about a hotel property by standardized data categories. Likewise, static information about a hotel property can be obtained by using the Hotel Search Request and/or Hotel Availability Request to search for static information by category, using codes agreed upon between trading partners to request more detail about a hotel.

The Hotel Descriptive Content interface enables accessing hotel data in both a push and pull format in order to avoid storing the data at multiple locations. In most cases, the hotel property is the owner of the data and is in charge of updating it, and sends out a broadcast message as a full overlay replacing previous information or a partial update message modification to make changes or portions of the data, using the <OTA_HotelDescriptiveContentNotifRQ>.

When a new hotel opens for business, the complete descriptive information used to advertise and sell the hotel's property and services is broadcast in a standardized format to the negotiated distribution list. In this initial broadcast of property information, the sending system will be pushing out an enormous quantity of information. The PMS and remote systems must be able to buffer messages during any downtime. It is presumed that the system would continue to republish subsequent updates as necessary if a subscriber is unable to be contacted.

In the hotel environment, when a guest wishes to book a hotel, two basic search criteria often include the location of the hotel, and the price of the rooms. Beyond this, many factors can influence the guest's ultimate choice when booking a reservation. To assist the guest in making his/her choice, a booking agent looks further for descriptive information about a hotel, such as describing recreational or business services, or the hotel facilities or amenities. In many cases, the description of hotel static information may be more valuable than a percentage or weighting number given by the querying system in response to the hotel search. The Hotel Descriptive Content Specification defines the categories and fields that will allow the agent to search by code to answer the myriad of specific needs of the guest.

The descriptive content data is structured by categories of text data, and enables a query using a category code -either published by the OpenTravel Alliance or as agreed upon between trading partners. The transaction for pulling hotel data in granular sections using the Hotel Search Request <OTA_HotelSearchRQ> is the Search Criterion *Type*="CodeRef". When performing an availability query using the message, <OTA_HotelAvailRQ>, the element <SearchCodes> can include multiple <CodeRef> elements to obtain detailed information. The data returned is determined by the category code sent in the request. A detailed query response may return a collection of descriptive content for each category.

7.5.1. Use Case: Hotel Descriptive Content Notification (TBD)

TBD

7.5.1.1. Event: Request

TBD.

OTA_HotelDescriptiveContentNotifRQ.xml

TBD

7.5.1.2. Event: Response

TBD.

OTA_HotelDescriptiveContentNotifRS.xml

TBD

7.6. OTA_HotelDescriptiveInfoRQ/RS

The current Hotel Descriptive Content message acts as a "push" message— sending information to populate a database. This updated message set provides for an entity to request specific hotel descriptive content information. For example, a travel site wishes to update information like hours of operation and to do this they would request only the specific information required and be returned

only what they requested—like the pool hours or restaurant hours of operation. This message set could also be used for a Request for Information (RFI) for property specific information to help fulfill requests for data from external customers. RFI is an early step in the business negotiation process for either transient or group rates. Customers would then be able to narrow down a list of potential candidate hotels based on RFI responses.

The hotel descriptive information message set was designed to complement the existing hotel descriptive content notify message. The original hotel descriptive content notify message was designed as a push message to maintain updated hotel content information with the trading partner. Essentially, the OTA_HotelDescriptiveInfoRQ message allows a trading partner to query for specific hotel descriptive data.

Hotel information does not typically change on a regular schedule, thus the hotel descriptive information message allows the trading partner to request either all information stored in the hotel descriptive content message or a portion therein. The top line information available in a hotel descriptive information message is:

- Hotel Information
- Facility information
    – Meeting rooms
    – Guest rooms
    – Restaurants
- Policies
- Area Information
    – Reference points
    – Attractions
- Affiliation Information
    – Distribution systems
    – Brands
    – Loyalty programs
    – Awards
- Contact Information
- Multimedia

7.6.1. Use Case: Travel Partner Sending Request For Descriptive Information

The trading partner sellmorerooms.com has partnered with Hilton to sell the Hilton New Orleans Riverside rooms on their website. Sellmorerooms.com needs to provide hotel content information to their consumers via their website.

The Hilton Riverside prefers to have sellmorerooms.com obtain the content information from the Hilton content system, rather than a manual load of data. Sellmorerooms.com sends in a request for The Hilton New Orleans Riverside property content information, Hilton responds with all of the information available from their internal content database. The trading partner, sellmorerooms.com sends in the OTA_HotelDescriptiveInfoRQ as follows.

7.6.1.1. Event: Request

Sellmorerooms.com sends a request to Hilton for property content information.

OTA_HotelDescriptiveInfoRQ-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ EchoToken="1" Target="Production" Version="1.001"
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_HotelDescriptiveInfoRQ.xsd">
    <HotelDescriptiveInfos>
        <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
            <HotelInfo SendData="true"/>
            <FacilityInfo SendMeetingRooms="true" SendGuestRooms="false" SendRestaurants="true"/>
            <Policies SendPolicies="true"/>
            <AreaInfo SendRefPoints="true" SendAttractions="true"/>
            <AffiliationInfo SendDistribSystems="true" SendBrands="true" SendLoyalPrograms="true"
SendAwards="true"/>
            <ContactInfo SendData="true"/>
            <MultimediaObjects SendData="true"/>
        </HotelDescriptiveInfo>
    </HotelDescriptiveInfos>
</OTA_HotelDescriptiveInfoRQ>
```

7.6.1.2. Event: Response

Hilton responds with all of the information available from their internal content database.

OTA_HotelDescriptiveInfoRS-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="1.001" SequenceNmbr="1" PrimaryLangID="en"
AltLangID="en" 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_HotelDescriptiveInfoRS.xsd">
    <POS>
        <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
            <RequestorID URL="sellmorerooms.com" Type="5F" Instance="1" ID="99">
                <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
            </RequestorID>
            <Position Latitude="125" Longitude="117" Altitude="84"/>
            <BookingChannel Type="5F" Primary="true">
                <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
            </BookingChannel>
        </Source>
    </POS>
```

```xml
<Success/>
<Warnings>
    <Warning Language="en-us" Type="5F" ShortText="2" Code="5" Status="5" RecordID="YHR5TGF"/>
</Warnings>
<HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy" HotelName="New Orleans Riverside" HotelCodeContext="crs" AreaID="554" Overwrite="true">
    <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en" UnitOfMeasure="miles">
        <DestinationSystemsCode>
            <DestinationSystemCode>6</DestinationSystemCode>
        </DestinationSystemsCode>
        <HotelInfo WhenBuilt="1972-02-03" LastUpdated="2002-07-15T01:00:00" AreaWeather="warm" InterfaceCompliance="1" PMSSystem="1" Start="2002-03-15" Duration="P4D" End="2002-03-30">
            <HotelName HotelShortName="Riverside"/>
            <RelativePositions>
                <RelativePosition IndexPointCode="5">
                    <Transportations>
                        <Transportation Removal="false" TransportationCode="20" Description="Taxi" TypicalTravelTime="15 minutes" Amount="30.00" CurrencyCode="usd" DecimalPlaces="2">
                        </Transportation>
                    </Transportations>
                </RelativePosition>
            </RelativePositions>
            <CategoryCodes>
                <LocationCategory Code="4"/>
                <SegmentCategory Code="3"/>
                <HotelCategory Code="3"/>
                <ArchitecturalStyle Code="3"/>
                <GuestRoomInfo Code="12" Quantity="576"/>
            </CategoryCodes>
            <HotelInfoCodes>
                <HotelInfoCode Code="5" Quantity="2"/>
            </HotelInfoCodes>
            <Position Latitude="66" Longitude="98" Altitude="2355"/>
            <Services>
                <Service Code="5" InvCode="5">
                    <RelativePosition IndexPointCode="5">
                        <Transportations>
                            <Transportation Removal="false" TransportationCode="5" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                            </Transportation>
                        </Transportations>
                    </RelativePosition>
                    <OperationSchedules>
                        <OperationSchedule Start="2002-03-03" Duration="P4D" End="2002-03-15">
                            <OperationTimes>
                                <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1" Sun="1" Start="2002-03-01" Duration="P4D" End="2002-03-30"/>
                            </OperationTimes>
                            <Charge TaxInclusive="false" Type="Inclusive" Code="5" Amount="100.00" CurrencyCode="USD">
                                <Taxes Amount="3.00" CurrencyCode="USD" DecimalPlaces="2">
                                    <Tax Type="Inclusive" Code="5" Amount="100.00" CurrencyCode="USD">
                                        <TaxDescription ParagraphNumber="1" Language="en-us">
                                            <Text Language="en-us"/>
                                        </TaxDescription>
                                    </Tax>
                                </Taxes>
                                <Description ParagraphNumber="1" Language="en-us">
                                    <Text Language="en-us"/>
                                </Description>
                            </Charge>
                        </OperationSchedule>
                    </OperationSchedules>
                </Service>
```

```xml
            </Services>
          </HotelInfo>
          <FacilityInfo LastUpdated="2002-01-01T01:15:00">
            <MeetingRooms MeetingRoomCount="20" LargestRoomSpace="4000"
UnitOfMeasure="square feet" SmallestRoomSpace="100" TotalRoomSpace="1000"
LargestSeatingCapacity="200" SecondLargestSeatingCapacity="100" SmallestSeatingCapacity="20">
              <MeetingRoom Removal="false">
                <Codes>
                  <Code Code="5" Quantity="2">
                    <Charge TaxInclusive="false" Type="Inclusive" Code="5" Amount="200.00"
CurrencyCode="usd">
                      <Taxes Amount="200.00" CurrencyCode="USD" DecimalPlaces="2">
                        <Tax Type="Inclusive" Code="5" Percent="15" Amount="100.00"
CurrencyCode="usd">
                          <TaxDescription ParagraphNumber="1" Language="en">
                            <Text Language="en"/>
                          </TaxDescription>
                        </Tax>
                      </Taxes>
                      <Description ParagraphNumber="1" Language="en-us">
                        <Text Language="en-us"/>
                      </Description>
                    </Charge>
                  </Code>
                </Codes>
                <Dimension Height="25" Length="200" Width="200" Units="2"/>
                <AvailableCapacities>
                  <MeetingRoomCapacity MeetingRoomFormatCode="1">
                    <Occupancy MaxOccupancy="500">
                      <MinRoomCharge TaxInclusive="true" Type="Inclusive" Code="5"
Amount="1000.00" CurrencyCode="USD">
                        <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                          <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                            <TaxDescription ParagraphNumber="1" Language="en-us">
                              <Text Language="en-us"/>
                            </TaxDescription>
                          </Tax>
                        </Taxes>
                        <Description ParagraphNumber="1" Language="en-us">
                          <Text Language="en-us"/>
                        </Description>
                      </MinRoomCharge>
                    </Occupancy>
                  </MeetingRoomCapacity>
                </AvailableCapacities>
              </MeetingRoom>
            </MeetingRooms>
            <GuestRooms>
              <GuestRoom Code="k1" CodeContext="crs" Quantity="200" RoomTypeName="King
Bedded Room" MaxOccupancy="3">
                <TypeRoom StandardNumBeds="1" StandardOccupancy="2" MaxRollaways="1"/>
                <Amenities>
                  <Amenity RoomAmenityCode="5" Quantity="2">
                    <OperationSchedules>
                      <OperationSchedule Start="2002-03-01" Duration="P4D" End="2002-03-
30">
                        <OperationTimes>
                          <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1"
Sat="1" Sun="1" Start="2002-03-01" Duration="P4D" End="2002-03-30"/>
                        </OperationTimes>
                        <Charge TaxInclusive="false" Type="Inclusive" Code="5"
Amount="100.00" CurrencyCode="USD">
                          <Taxes Amount="100.00" CurrencyCode="USD"
DecimalPlaces="2">
```

```xml
                                                <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                                                    <TaxDescription ParagraphNumber="1" Language="en-
us">
                                                        <Text Language="en-us"/>
                                                    </TaxDescription>
                                                </Tax>
                                            </Taxes>
                                            <Description ParagraphNumber="1" Language="en">
                                                <Text Language="en"/>
                                            </Description>
                                        </Charge>
                                    </OperationSchedule>
                                </OperationSchedules>
                            </Amenity>
                        </Amenities>
                    </GuestRoom>
                </GuestRooms>
                <Restaurants>
                    <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
                        <RestaurantDescription ParagraphNumber="1" Language="en">
                            <Text Language="en-us"/>
                        </RestaurantDescription>
                        <RelativePosition IndexPointCode="5">
                            <Transportations>
                                <Transportation Removal="false" TransportationCode="5" Amount="100.00"
CurrencyCode="USD" DecimalPlaces="2">
                                </Transportation>
                            </Transportations>
                        </RelativePosition>
                        <OperationSchedules Start="2002-03-01" End="2002-03-30">
                            <OperationTimes>
                                <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2002-03-01" End="2002-03-30"/>
                            </OperationTimes>
                        </OperationSchedules>
                        <InfoCodes>
                            <InfoCode Name="SrvcInfoCode" Code="1" Removal="false"/>
                        </InfoCodes>
                        <CuisineCodes>
                            <CuisineCode Code="1" Removal="false" IsMain="true"/>
                        </CuisineCodes>
                    </Restaurant>
                </Restaurants>
            </FacilityInfo>
            <Policies>
                <Policy Start="2002-03-01" Duration="P4D" End="2002-03-30" Code="5"
PetsPolicyCode="5">
                    <CancelPolicy>
                        <CancelPenalty ConfirmClassCode="5" PolicyCode="5" NonRefundable="true">
                            <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
                            <AmountPercent TaxInclusive="false" FeesInclusive="false" NmbrOfNights="2"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                                <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                                    <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                                        <TaxDescription ParagraphNumber="1" Language="en-us">
                                            <Text Language="en-us"/>
                                        </TaxDescription>
                                    </Tax>
                                </Taxes>
                            </AmountPercent>
                            <PenaltyDescription ParagraphNumber="1" Language="en-us">
                                <Text Language="en-us"/>
```

```xml
                        </PenaltyDescription>
                    </CancelPenalty>
                </CancelPolicy>
                <PaymentPolicy Removal="false">
                    <RequiredPayment RetributionType="ResAutoCancelled" PaymentCode="5">
                        <AcceptedPayments>
                            <AcceptedPayment ShareSynchInd="Yes" ShareMarketInd="Yes">
                                <PaymentCard ShareSynchInd="Yes" ShareMarketInd="Yes"
CardType="5F" CardCode="AX" CardNumber="0000999988887777" SeriesCode="5" ExpireDate="0303">
                                    <CardHolderName>Joe Smith</CardHolderName>
                                    <CardIssuerName BankID="1"/>
                                    <Address FormattedInd="false" ShareSynchInd="Yes"
ShareMarketInd="Yes" Type="5F">
                                        <StreetNmbr PO_Box="123"/>
                                        <CityName>Anywhere</CityName>
                                        <PostalCode>00000-0000</PostalCode>
                                        <StateProv StateCode="tx"/>
                                        <CountryName Code="us"/>
                                    </Address>
                                </PaymentCard>
                            </AcceptedPayment>
                        </AcceptedPayments>
                        <AmountPercent TaxInclusive="false" FeesInclusive="false"
BasisType="FullStay" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                            <Taxes Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                                <Tax Type="Inclusive" Code="5" Amount="100.00"
CurrencyCode="USD">
                                    <TaxDescription ParagraphNumber="1" Language="en-us">
                                        <Text Language="en-us"/>
                                    </TaxDescription>
                                </Tax>
                            </Taxes>
                        </AmountPercent>
                        <Deadline OffsetTimeUnit="Year" OffsetDropTime="BeforeArrival"/>
                        <PaymentDescription ParagraphNumber="1" Language="en-us">
                            <Text Language="en-us"/>
                        </PaymentDescription>
                    </RequiredPayment>
                </PaymentPolicy>
                <PolicyInfoCodes>
                    <PolicyInfoCode Code="5" CodeContext="1" Quantity="2"
Name="AdditionalOversoldPolicy"/>
                </PolicyInfoCodes>
                <CheckoutCharges>
                    <CheckoutCharge Amount="50.00" CurrencyCode="usd" DecimalPlaces="2"
Type="Early"/>
                </CheckoutCharges>
                <PolicyInfo CheckInTime="2001-12-17T09:30:47-05:00" CheckOutTime="2001-12-
17T09:30:47-05:00" MinGuestAge="18" MinRecommendedGuestAge="21" UsualStayFreeCutoffAge="12"
UsualStayFreeChildPerAdult="5"/>
            </Policy>
        </Policies>
        <AreaInfo>
            <RefPoints>
                <RefPoint IndexPointCode="5" RefPointCategoryCode="5" Removal="false">
                    <Transportations>
                        <Transportation Removal="false" TransportationCode="5" Amount="100.00"
CurrencyCode="USD" DecimalPlaces="2">
                        </Transportation>
                    </Transportations>
                </RefPoint>
            </RefPoints>
            <Attractions LastUpdated="2003-01-03T03:12:00">
                <Attraction AttractionCategoryCode="5" Start="2002-03-01" Duration="P4D" End="2002-
03-30" Removal="false">
                    <Contact Removal="false">
```

```xml
                    <Names>
                        <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F" Removal="false" Gender="Male" SrvcCode="5">
                            <NamePrefix>Mr.</NamePrefix>
                            <GivenName>Joe</GivenName>
                            <Surname>Smith</Surname>
                        </Name>
                    </Names>
                    <Addresses>
                        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F">
                            <StreetNmbr PO_Box="123"/>
                            <CityName>Anywhere</CityName>
                            <PostalCode>00000-0000</PostalCode>
                            <StateProv StateCode="tx"/>
                            <CountryName Code="us"/>
                        </Address>
                    </Addresses>
                    <Phones>
                        <Phone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="5F" PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="554" PhoneNumber="900-0877" Extension="55" FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
                    </Phones>
                    <Emails>
                        <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false" EmailType="5F" Removal="false">joe.smith@abc.com</Email>
                    </Emails>
                    <URLs>
                        <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F" DefaultInd="false"/>
                    </URLs>
                </Contact>
                <Description ParagraphNumber="1" Language="en-us">
                    <Text Language="en-us"/>
                </Description>
                <RefPoints>
                    <RefPoint IndexPointCode="5" RefPointCategoryCode="5" Removal="false">
                        <Transportations>
                            <Transportation Removal="false" TransportationCode="5" Amount="100.00" CurrencyCode="USD" DecimalPlaces="2">
                            </Transportation>
                        </Transportations>
                    </RefPoint>
                </RefPoints>
            </Attraction>
        </Attractions>
    </AreaInfo>
    <AffiliationInfo LastUpdated="2003-02-11T13:28:00">
        <DistribSystems>
            <DistribSystem Removal="false" ChainCode="5" BrandCode="5" HotelCode="5" HotelCityCode="5" HotelCodeContext="1">
                <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
            </DistribSystem>
        </DistribSystems>
        <Brands>
            <Brand Removal="false" CategoryCode="5"/>
        </Brands>
        <LoyalPrograms>
            <LoyalProgram Removal="false" ProgramName="Hilton HHonors" SecondaryProgramName="HHonors" AffiliateProgramName="Hilton HHonors">
                <ProgramDescription ParagraphNumber="1" Language="en-us" Removal="false">
                    <Text Language="en-us"/>
                </ProgramDescription>
                <ProgramRestriction ParagraphNumber="1" Language="en-us" Removal="false">
                    <Text Language="en-us"/>
                </ProgramRestriction>
```

```
                    </LoyalProgram>
                </LoyalPrograms>
                <Awards>
                    <Award Removal="false" Date="2003-03-01" Provider="AAA" Rating="4 stars"/>
                </Awards>
            </AffiliationInfo>
            <ContactInfos>
                <ContactInfo Removal="false" ContactProfileType="5F" LastUpdated="2003-02-
11T13:29:00">
                    <Names>
                        <Name ShareSynchInd="Yes" ShareMarketInd="Yes" NameType="5F"
Removal="false" Gender="Male" SrvcCode="5">
                            <NamePrefix>Mr</NamePrefix>
                            <GivenName>Mark</GivenName>
                            <Surname>Smith</Surname>
                        </Name>
                    </Names>
                    <Addresses>
                        <Address FormattedInd="false" ShareSynchInd="Yes" ShareMarketInd="Yes"
Type="5F" DefaultInd="false" UseType="5F" Removal="false">
                            <StreetNmbr PO_Box="123"/>
                            <AddressLine>Cherry Lane</AddressLine>
                            <CityName>New Orleans</CityName>
                            <PostalCode>15654</PostalCode>
                            <County>Macon</County>
                            <StateProv StateCode="LA"/>
                            <CountryName Code="us"/>
                        </Address>
                    </Addresses>
                    <Phones>
                        <Phone ShareSynchInd="Yes" ShareMarketInd="Yes" PhoneLocationType="5F"
PhoneTechType="5F" CountryAccessCode="001" AreaCityCode="444" PhoneNumber="4555252"
FormattedInd="false" DefaultInd="false" PhoneUseType="5F"/>
                    </Phones>
                    <Emails>
                        <Email ShareSynchInd="Yes" ShareMarketInd="Yes" DefaultInd="false"
Removal="false">mark.smith@abc.com</Email>
                    </Emails>
                    <URLs>
                        <URL ShareSynchInd="Yes" ShareMarketInd="Yes" Type="5F" DefaultInd="false"/>
                    </URLs>
                </ContactInfo>
            </ContactInfos>
        </HotelDescriptiveContent>
    </HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>
```

7.6.2. Use Case: Updating Specific Hotel Content Information

Sellmorerooms.com has seen a lot of business on their web site for the Hilton New Orleans Riverside. They get a lot of email requests for information about a new restaurant the hotel has opened. Sellmorerooms.com just did a content request, however the restaurant information was loaded after their last request. They would like to get the restaurant data without getting all of the other information they just received. Sellmorerooms.com sends a request to Hilton specifically asking for restaurant information. The trading partner, sellmorerooms.com sends in the OTA_HotelDescriptiveInfoRQ as follows.

7.6.2.1. Event: Request

Sellmorerooms.com sends a request to the Hilton New Orleans Riverside asking specifically for restaurant information.

OTA_HotelDescriptiveInfoRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRQ Target="Production" Version="1.001" SequenceNmbr="1"
PrimaryLangID="en" 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_HotelDescriptiveInfoRQ.xsd">
    <HotelDescriptiveInfos>
        <HotelDescriptiveInfo ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs">
            <FacilityInfo SendRestaurants="true"/>
        </HotelDescriptiveInfo>
    </HotelDescriptiveInfos>
</OTA_HotelDescriptiveInfoRQ>
```

7.6.2.2. Event: Response

The Hilton responds back with information about their restaurants.

OTA_HotelDescriptiveInfoRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelDescriptiveInfoRS Target="Production" Version="1.001" SequenceNmbr="1" PrimaryLangID="en"
AltLangID="en" 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_HotelDescriptiveInfoRS.xsd">
    <POS>
        <Source PseudoCityCode="SF" ISOCountry="US" ISOCurrency="USD" AgentDutyCode="3"
AirportCode="MEM" FirstDepartPoint="MEM" ERSP_UserID="99">
            <RequestorID URL="sellmorerooms.com" Type="5F" Instance="1" ID="99">
                <CompanyName CompanyShortName="Sell More Rooms" TravelSector="0G" Code="5"
CodeContext="1"/>
            </RequestorID>
            <Position Latitude="125" Longitude="117" Altitude="84"/>
            <BookingChannel Type="5F" Primary="true">
                <CompanyName TravelSector="0G" Code="5" CodeContext="1"/>
            </BookingChannel>
        </Source>
    </POS>
    <Success/>
    <HotelDescriptiveContents ChainCode="hh" BrandCode="hf" HotelCode="msynh" HotelCityCode="msy"
HotelName="New Orleans Riverside" HotelCodeContext="crs" AreaID="554" Overwrite="true">
        <HotelDescriptiveContent CurrencyCode="usd" DecimalPlaces="2" LanguageCode="en"
UnitOfMeasure="miles">
            <DestinationSystemsCode>
                <DestinationSystemCode>6</DestinationSystemCode>
            </DestinationSystemsCode>
            <FacilityInfo LastUpdated="2001-01-01T01:15:00">
                <Restaurants>
                    <Restaurant RestaurantName="Bourbon cafe" MaxSeatingCapacity="200"
MaxSingleParty="25" InvCode="5" OfferBreakfast="true" OfferLunch="true" OfferDinner="true"
OfferBrunch="false">
                        <RestaurantDescription ParagraphNumber="1" Language="en">
                            <Text Language="en-us"/>
                        </RestaurantDescription>
                        <RelativePosition Distance="0">
```

```
                </RelativePosition>
                <OperationSchedules Start="2003-03-03" Duration="P4D" End="2003-03-15">
                    <OperationTimes>
                        <OperationTime Mon="1" Tue="1" Weds="1" Thur="1" Fri="1" Sat="1"
Sun="1" Start="2003-03-01" Duration="P4D" End="2003-03-30"/>
                    </OperationTimes>
                </OperationSchedules>
                <InfoCodes>
                    <InfoCode Name="SrvcInfoCode" Code="1" Removal="false"/>
                </InfoCodes>
                <CuisineCodes>
                    <CuisineCode Code="1" Removal="false" IsMain="true"/>
                </CuisineCodes>
            </Restaurant>
        </Restaurants>
    </FacilityInfo>
</HotelDescriptiveContent>
</HotelDescriptiveContents>
</OTA_HotelDescriptiveInfoRS>
```

7.7. OTA_HotelGetMsgRQ/RS

The Get Message request/response pair of messages permits a system that
normally receives notifications to ask for a re-transmission of a message.

The business model assumes that the requesting system receives messages that
are numbered sequentially, and may ask for a message to be re-sent. In the event
that the receiving system receives a message that is not in contiguous numerical
sequence, this message set can be used to retrieve missing messages, or to ask for
a retransmission of data that for some reason was not cleanly received.

The originating system will send a request using the OTA_HotelGetMsgRQ
message. The receiving system will acknowledge and respond with the
OTA_HotelGetMsgRS message. The OTA_GetMsgInfo RQ/RS messages have
been superseded—the functionality of these messages have been included in the
OTA_GetMsg RQ/RS messages.

7.7.1. Use Case: Hotel Get Message (TBD)

TBD

7.7.1.1. Event: Request

TBD.

OTA_HotelGetMsgRQ.xml

TBD

7.7.1.2. Event: Response

TBD.

OTA_HotelGetMsgRS.xml

TBD

7.8. OTA_HotelInvAdjustRQ/RS

TDB

7.8.1. Use Case: Hotel Inventory Adjust (TBD)

TBD

7.8.1.1. Event: Request

TBD.

OTA_HotelInvAdjustRQ.xml

TBD

7.8.1.2. Event: Response

TBD.

OTA_HotelInvAdjustRS.xml

TBD

7.9. OTA_HotelInvBlockNotifRQ/RS

The Inventory Block Notification message is used to notify a booking authority of the creation of a group block that can be sold against inventory, and to subsequently modify or synchronize an existing inventory block between systems.

In order to accommodate reservations for a group of guests in one party, a hotel may assign an inventory block and notify the Central Reservation Systems of the code and the allotment that can be used. Travel agents that are authorized to book against the allotment may then contact the hotel or Central Reservations Office to pick up a reservation within the block of rooms.

Viewership of the inventory block is also a negotiated item. Some blocks may be created with agents having only a read-only capability because reservations for the block must be made through a single convention bureau, or market segment. In this case, certain rates are packaged together and typically booked by a group of agents. Viewership defines the distribution channels for the block by using the profiles of the authorized booking agents, and assigning distribution channels through the collection of System Codes.

The Hotel Rate Plan Notification and the Hotel Inventory Block Notification messages can be combined to create a group block specifying inventory types, and rate plans, indicating the date range that the group block can be booked, including shoulder periods on either side of the stay dates. The Hotel Rate Amount Notification can be used to indicate the amount charged for the group plan, and any booking restrictions can be sent via the Hotel Booking Rule Notification if needed.

Thus, the Hotel Inventory Block Notification creates the foundation for communicating the rate and inventory of a block, as well as the rules associated with creation of the block. This message includes rates, room types, and hard rules that apply to the booking block, e.g.: 3-night stay required, etc. Although the Hotel Inventory Block Notification is a message that establishes the foundation for a block of inventory, it does not assume any booking activity.

Once the selling process is underway, the synchronization of inventory blocks can be a complicated process. A translation table may be needed to identify an inventory block in one system with the same inventory block that is stored in another system. The Hotel Inventory Block Notification message tells a booking agent whether this is an initial announcement of a new Inventory Block, an update of an active (bookable) block, or a notification of a block that is no longer in effect and should be deactivated in the booking agent's system. The Booking Limit Status Message, a part of the Hotel Availability Notification, can be used to set new limits and report the utilization of the block in order to pass information, such as the guest count, and to synchronize the information on both sides of the interface.

When a hotel system sends out a status message to notify systems of the availability of a hotel, the Status Application Control uses the Inventory Block codes to determine the status of availability for the block. The InventoryBlockCodeType indicates whether the inventory block(s) available are a single Inventory Block code, or a grouping of Inventory Block codes.

The RatePlan Shoulders, Sellable Products and Viewerships contain a Reference Place Holder element (RPH) that can be used for indexing to identify a specific Inventory Block in a collection.

The <OTA_HotelInvBlockNotifRS> returns a response to the Hotel Inventory Block Notification, indicating that the message was successfully processed, Warnings from business processing rules, or Errors if the notification was not able to be processed.

Additionally, the response message may return the InvBlockCode and /or the InvBlockGrouping Code(s) assigned by the receiving system for the inventory block in response to a new inventory block notification. These values would only be returned when the notification is of *InvBlockCodeType*= New and the sender is translating the inventory block code values. In this case, the InvBlockCode attribute would be empty and in subsequent transactions for the Inventory Block, the sender would populate the InvBlockCode attribute with the values returned by the receiver.

7.9.1. Use Case: Hotel Inventory Block Notification (TBD)

TBD

7.9.1.1. Event: Request

TBD.

OTA_HotelInvBlockNotifRQ.xml

TBD

7.9.1.2. Event: Response

TBD.

OTA_HotelInvBlockNotifRS.xml

TBD

7.10. OTA_HotelInvCountNotifRQ/RS

The Inventory Count Notification message notifies a booking source of the amount of inventory available at a specific hotel property. It allows the Property Management System and Central Reservation Systems or other booking sources to synchronize the number of inventory items available for sale between them.

When a new hotel is opened for the first time, the Inventory Notification message would be used to supply the reservations systems with descriptions of rooms in the hotel, as well as non-room products that are subject to inventory as well. The Inventory Count Notification is used to send base inventory levels by inventory code, (e.g.: room type code) to establish the physical inventory count. An Inventory Notification should always precede an Inventory Count Notification to establish the existence of inventory codes in the receiving system.

The physical inventory is the basis by which availability is determined. However, additional calculations figure into assigning the inventory counts for availability. Availability is a commitment to sell a room at a specific rate or plan. Since the same rooms may be sold under different rate plans, a system may carry a discrete inventory, or an inventory count in association with different rates. The superset of inventory may be greater than the physical count, with the actual number of rooms counted down when they are sold.

The Inventory Count Notification message can be used to communicate to revenue management systems how many rooms are available to sell during a specific period. A reservation system may choose not to synchronize with actual inventory numbers, rather with a threshold. Properties and booking sources need to agree on common thresholds, whether they are derived from virtual or real inventory, as well as a way to accommodate overbooking.

This Notification message allows for communicating both base and off-sell inventory. The base inventory message accommodates changes in the base inventory levels, such as adding a new wing of the hotel. The off-sell inventory message sends a count of the inventory that is not available for sale. The off-sell messages indicating whether that inventory is temporarily out of order or has been taken off the market, as well as whether the inventory count is an adjustment to a current off-sell value, or a replacement of a previously determined amount.

7.10.1. Use Case: Hotel Inventory Count Notification (TBD)

TBD

7.10.1.1.   Event: Request

TBD.

OTA_HotelInvCountNotifRQ.xml

TBD

7.10.1.2.   Event: Response

TBD.

OTA_HotelInvCountNotifRS.xml

TBD

7.11. OTA_HotelInvNotifRQ/RS

The Hotel Inventory Notification message is the message that sends the notification of the creation of a new inventory item, such as a room type or service type that did not previously exist at a hotel property. When the database of a reservation system or booking source is populated for the first time, the hotel inventory notification message would be used to send descriptions of the inventory in the hotel, both room and non-room products.

A Hotel Inventory Notification establishes the existence of inventory codes in the receiving system. In the exchange of inventory information, which is not always a simple process, the sending system and the receiving system may assign different codes to the same inventory item. This requires the use of a translation table to link the inventory item in one system with the same item in another system.

For that reason, the Hotel Inventory Notification message should precede the Inventory Count Notification and Rate Plan Notification messages. The Inventory Count Notification establishes the physical inventory count by inventory code, and a Rate Plan Notification assigns a rate plan to the inventory item.

While the Hotel Inventory Notification message provides the building block that populates or initializes the hotel for any reservation system to establish the number of rooms, etc., that can be sold, inventory restrictions that are associated with a rate can be set on the rate itself. Restrictions associated with a rate are sent using the Hotel Booking Rule Notification. Individual notification messages may be sent as separate transmissions or combined together within a MIME multipart envelope as each notification contains a Hotel Reference that identifies the hotel property.

When a hotel has been in operation for a period of time, the rooms, services and amenities that are part of inventory may change or be discontinued. The Inventory Notification allows for the update of an active inventory item, or the deletion of an inventory item altogether, indicating the current status of the inventory.

The response message returned for a new inventory item differs from other Availability, Rate and Inventory notification messages in that the receiving system may return the inventory code(s) assigned by that system that cross-reference with the codes received along with the confirmation that the message was processed successfully.

7.11.1. Use Case: Hotel Inventory Notification (TBD)

TBD

7.11.1.1. Event: Request

TBD.

OTA_HotelInvNotifRQ.xml

TBD

7.11.1.2. Event: Response

TBD.

OTA_HotelInvNotifRS.xml

TBD

7.12. OTA_HotelInvSyncRQ/RS

TDB

7.12.1. Use Case: Hotel Inventory Synchronize (TBD)

TBD

7.12.1.1.   Event: Request

TBD.

OTA_HotelInvSyncRQ.xml

TBD

7.12.1.2.   Event: Response

TBD.

OTA_HotelInvSyncRS.xml

TBD

7.13. OTA_HotelRateAmountNotifRQ/RS

The Hotel RateAmount Notification message notifies a booking source of changes in the rates charged for room and non-room products of a hotel.

The creation of a new rate plan is done through the Rate Plan Notification message. When the rate amount of an active (bookable) rate plan changes, an update is made through the Rate Amount Notification. The Status Application Control is used to identify the inventory item (or inventory block), and the rate plan that the change in rate amount applies to.

The Hotel Rate Amount Message defines the amount of the base rate, as well as the maximum number of adults permitted in a room at the rate, along with the charges for additional adults and children. Tax amounts that apply to the rate are also communicated, indicating the type of tax, and how it is calculated, whether a flat amount or percentage. In short, the Rate Amount Notification should convey all of the information needed by a reservation system to book a hotel room (or non-room product) at the newly-established rate amount.

Using the Status Application Control, rate changes can be made based on dates, days of week, rate plan codes and/or inventory and inventory block codes. The following are examples of different types of rate amount changes that could be applied through this message:

- **Dates**—the rate changes from $89.00 per night to $99.00 per night from May 21st through July 31st for double bed rooms and king bed rooms (inventory code).

- **Days of Week**—The rate for all rooms on this property change from $69.00 per night to $59.00 per night on Fridays and Saturdays.

- **RatePlan Codes**—AAA and AARP rates are increased from $79.00 to $89.00 per night.

- **Inventory Codes** (Room product)—Suites and apartment room rates are increased by 10% (using inventory codes that define these inventory types).

- **Inventory Code** (Non-room product)—Rates for ballrooms and meeting rooms are increased from May 1st through July 1st.

- **Inventory Block Code**—The room rate for a convention group (identified by inventory block code) is $95.00 per night.

- **Additional occupancy**—Rates are $ 9.00 per night for additional adults. Rates for additional children are $5.00 per night.

When a rate amount is changed, the new rate amount must be populated up through the distribution system. The Viewership element defines the authorized distribution channel for the inventory, and the profile of the authorized booker for the inventory. Viewership is generally set up when a new rate plan code is negotiated. The authorized distribution channels are determined by the collection of destination codes in the Status Application Control.

7.13.1. Use Case: Hotel Rate Amount Notification (TBD)

TBD

7.13.1.1. Event: Request

TBD.

OTA_HotelRateAmountNotifRQ.xml

TBD

7.13.1.2. Event: Response

TBD.

OTA_HotelRateAmountNotifRS.xml

TBD

7.14. OTA_HotelRatePlanNotifRQ/RS

The Hotel Rate Plan Notification message is used to notify a booking source of a new rate plan created for a hotel, or to modify and synchronize existing rate plans between systems.

When a hotel creates a new rate, whether that hotel is new or has been in operation for some period of time, the synchronization of rate plans can be a complicated process. A translation table may be required to identify the rate plan in one system with the same rate plan that is stored in another system. The Hotel Rate Plan Notification message is sent to a booking agent, indicating whether this is: 1) the initial announcement of a new rate plan, 2) an update of an active

(bookable) rate plan, or 3) a notification that a rate plan is no longer in effect and should be deactivated in the booking agent's system.

With the creation of a new rate plan, a business process must also take place to ensure that the rate plan is populated up through the distribution system. New rate plans and group blocks are broadcast through authorized channels of distribution determined by negotiated business agreements.

Viewership is usually set up when a new rate plan code is negotiated and it defines the distribution channel for the rate plan, and the profile of the authorized booker(s). The distribution channels are indicated by a collection of System Codes.

When a hotel system sends out a status message to notify systems of the availability of a hotel, the StatusApplicationControl uses the rate plan codes that have been established by the Hotel Rate Plan Notification to determine which rate plans are available. The RatePlanCodeType indicates whether the rate plan(s) available are a single rate plan, or a grouping of rate plans.

The RatePlan Shoulders, Sellable Products and Viewerships contain a Reference Place Holder (RPH) element that can be used for indexing to identify a specific rate plan among a group of items of the same name.

The <OTA_HotelRatePlanNotifRS> returns a response to the Hotel Rate Plan Notification request message, indicating that the notification message was successfully processed, warnings from business processing rules or errors if the notification was not able to be processed.

Additionally, the response message may return the RatePlanCode(s) and /or Rate Plan Grouping Codes assigned to the rate plan by the receiving system in response to a new rate plan notification. These values would only be returned when the notification is of *RatePlanCodeType*= New and the sender is translating rate plan codes. If this is the case, the values sent in the RatePlanCode or RatePlanGroupingCode attributes could be empty, and in subsequent transactions for the inventory item, the sender would be able to populate the rate plan code with the value returned by the receiver.

7.14.1. Use Case: Hotel Rate Plan Notification (TBD)

TBD

7.14.1.1. Event: Request

TBD.

OTA_HotelRatePlanNotifRQ.xml

TBD

7.14.1.2. Event: Response

TBD.

OTA_HotelRatePlanNotifRS.xml

TBD

7.15. OTA_HotelReservationModify

The OTA_HotelResModifyRQ/RS message set handles the need for a full overlay of the reservation for the purpose of making a change to an existing booking.

This message has greatly reused (approx 95%) of the OTA_HotelResRQ/RS. Additionally, the HotelReservation.xsd has been extended with new fields to identify that this is a modification to a previously committed reservation. The modify message can be sent independently or in conjunction with the OTA_HotelAvailRQ message, which was enhanced to allow a confirmation number to be sent in order to take into account the inventory being held by the existing reservation.

With this model, trading partner A may either send the OTA_HotelResModifyRQ message following the OTA_HotelAvailRQ/RS or independently send the modify message if confirmation of available inventory is not needed.

7.15.1. Use Case: Hotel Reservation Modify Request

The Razzmatazz Hotel has agreed to hold a block of rooms for Expedia. Due to this agreement, Expedia knows how many and at what rate they have rooms available at the Razzmatazz Hotel each night.

Crystal Tanner has a reservation at the Razzmatazz that she previously booked through Expedia.com. The reservation is arriving on June 4th and departing on June 8th, 2003.

7.15.1.1. Event: Request

Crystal Tanner requests to extend her reservation by one night through Expedia. Crystal has also decided that she would like to request a non-smoking room. Since Expedia holds inventory for the Razzmatazz there is no need to perform an availability check. Expedia verifies in their system that the room and rate are available, they then send the OTA_HotelResModifyRQ transaction to the Razzmatazz hotel to inform them of the update.

OTA_HotelResModifyRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRQ EchoToken="592" TimeStamp="2003-03-11T17:54:00-08:00" Target="Production"
Version="1.001" PrimaryLangID="en-us" xmlns="http://www.opentravel.org/OTA/2003/05"
```

```xml
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_HotelResModifyRQ.xsd">
    <POS>
        <Source>
            <RequestorID Type="18" ID="Expedia.com"/>
            <BookingChannel Type="2" Primary="true">
                <CompanyName>Expedia</CompanyName>
            </BookingChannel>
        </Source>
    </POS>
    <HotelResModifies>
        <HotelResModify RoomStayReservation="true" CreateDateTime="2003-03-11T17:29:00-08:00"
CreatorID="Expedia">
            <UniqueID Type="14" ID="1312"/>
            <RoomStays>
                <RoomStay>
                    <RoomTypes>
                        <RoomType RoomTypeCode="A1K" IsRoom="true"/>
                    </RoomTypes>
                    <RatePlans>
                        <RatePlan RatePlanCode="RAC" EffectiveDate="2003-06-04" ExpireDate="2003-06-
09"/>
                    </RatePlans>
                    <RoomRates>
                        <RoomRate EffectiveDate="2003-06-04" ExpireDate="2003-06-09"
RoomTypeCode="A1K" NumberOfUnits="1" RatePlanCode="RAC">
                            <Rates>
                                <Rate EffectiveDate="2003-06-04" ExpireDate="2003-06-06"
RateTimeUnit="Day" UnitMultiplier="2">
                                    <Base AmountBeforeTax="110" CurrencyCode="USD"/>
                                </Rate>
                                <Rate EffectiveDate="2003-06-06" ExpireDate="2003-06-07"
RateTimeUnit="Day" UnitMultiplier="1">
                                    <Base AmountBeforeTax="180" CurrencyCode="USD"/>
                                </Rate>
                                <Rate EffectiveDate="2003-06-07" ExpireDate="2003-06-09"
RateTimeUnit="Day" UnitMultiplier="2">
                                    <Base AmountBeforeTax="100" CurrencyCode="USD"/>
                                </Rate>
                            </Rates>
                        </RoomRate>
                    </RoomRates>
                    <GuestCounts IsPerRoom="true">
                        <GuestCount AgeQualifyingCode="10" Count="1"/>
                    </GuestCounts>
                    <TimeSpan Start="2003-06-04" End="2003-06-09"/>
                    <Total AmountAfterTax="550" CurrencyCode="USD">
                        <Taxes Amount="50" CurrencyCode="usd">
                            <Tax Type="Exclusive" Code="8" Amount="50" CurrencyCode="USD"/>
                        </Taxes>
                    </Total>
                    <BasicPropertyInfo ChainCode="HX" BrandCode="DT" HotelCode="AXY772"/>
                    <ResGuestRPHs>
                        <ResGuestRPH RPH="1"/>
                    </ResGuestRPHs>
                    <SpecialRequests>
                        <SpecialRequest Language="en-us" RequestCode="1.14">
                            <Text Formatted="false" Language="en-us">1 king</Text>
                        </SpecialRequest>
                        <SpecialRequest Language="en-us" RequestCode="2.1">
                            <Text Formatted="false" Language="en-us">Non-Smoking</Text>
                        </SpecialRequest>
                    </SpecialRequests>
                </RoomStay>
            </RoomStays>
```

```
<ResGuests>
    <ResGuest ResGuestRPH="1" AgeQualifyingCode="10">
        <Profiles>
            <ProfileInfo>
                <Profile ProfileType="1">
                    <Customer>
                        <PersonName>
                            <GivenName>Crystal</GivenName>
                            <MiddleName>Vanessa</MiddleName>
                            <Surname>Tanner</Surname>
                        </PersonName>
                    </Customer>
                </Profile>
            </ProfileInfo>
        </Profiles>
    </ResGuest>
</ResGuests>
<ResGlobalInfo>
    <HotelReservationIDs>
        <HotelReservationID ResID_Type="8" ResID_Value="1312" ResID_Source="Expedia"
ResID_Date="2003-03-11T17:29:00-08:00"/>
    </HotelReservationIDs>
</ResGlobalInfo>
        </HotelResModify>
    </HotelResModifies>
</OTA_HotelResModifyRQ>
```

7.15.1.2.   Event: Response

The response comes back that the modification was successful.

OTA_HotelResModifyRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelResModifyRS EchoToken="592" TimeStamp="2003-03-11T19:58:00-08:00" Target="Production"
Version="1.001" PrimaryLangID="en-us" ResResponseType="Modified"
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_HotelResModifyRS.xsd">
    <Success/>
    <HotelResModifies>
        <HotelResModify>
            <ResGlobalInfo>
                <HotelReservationIDs>
                    <HotelReservationID ResID_Type="8" ResID_Value="1312" ResID_Source="Expedia"
ResID_Date="2003-03-11T17:29:00-08:00"/>
                    <HotelReservationID ResID_Type="3" ResID_Value="4757585"
ResID_Source="XXXCRS" ResID_Date="2003-03-11T19:45:00-08:00"/>
                </HotelReservationIDs>
            </ResGlobalInfo>
        </HotelResModify>
    </HotelResModifies>
</OTA_HotelResModifyRS>
```

7.16.   OTA_HotelResModifyNotifRQ/RS

TBD

7.16.1. Use Case: Hotel Reservation Notification (TBD)

TBD

7.16.1.1.   Event: Request

TBD.

OTA_HotelResModifyNotifRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>

<OTA_HotelResModifyNotifRQ 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_HotelResModifyNotifRQ.xsd" EchoToken="9694485" TimeStamp="2003-09-25T19:51:00-07:00"
Target="Production" Version="1.001" PrimaryLangID="en-us">
    <POS>
        <Source>
            <RequestorID Type="18" ID="Expedia.com"/>
            <BookingChannel Type="2" Primary="true">
                <CompanyName>Expedia</CompanyName>
            </BookingChannel>
        </Source>
    </POS>
    <HotelResModifies>
        <HotelResModify RoomStayReservation="true" CreateDateTime="2003-09-25T19:51:00-07:00"
CreatorID="Expedia">
            <UniqueID Type="14" ID="12277021"/>
            <RoomStays>
                <RoomStay>
                    <RoomTypes>
                        <RoomType RoomTypeCode="A00" IsRoom="true"/>
                    </RoomTypes>
                    <RatePlans>
                        <RatePlan RatePlanCode="BBB" EffectiveDate="2003-09-25" ExpireDate="2003-09-
26"/>
                        <RatePlan RatePlanCode="BBB" EffectiveDate="2003-09-26" ExpireDate="2003-09-
27"/>
                    </RatePlans>
                    <RoomRates>
                        <RoomRate EffectiveDate="2003-09-25" ExpireDate="2003-09-26"
RoomTypeCode="A00" NumberOfUnits="1" RatePlanCode="BBB">
                            <Rates>
                                <Rate EffectiveDate="2003-09-25" ExpireDate="2003-09-26"
RateTimeUnit="Day" UnitMultiplier="1">
                                    <Base AmountBeforeTax="138.58" CurrencyCode="USD"/>
                                    <AdditionalGuestAmounts>
                                        <AdditionalGuestAmount>
                                            <Amount AmountBeforeTax="0.00" CurrencyCode="USD"/>
                                        </AdditionalGuestAmount>
                                    </AdditionalGuestAmounts>
                                    <Fees>
                                        <Fee TaxInclusive="false" Type="Exclusive" Code="1" Amount="0.00"
CurrencyCode="USD"/>
                                    </Fees>
                                </Rate>
                            </Rates>
                        </RoomRate>
                        <RoomRate EffectiveDate="2003-09-26" ExpireDate="2003-09-27"
RoomTypeCode="A00" NumberOfUnits="1" RatePlanCode="BBB">
                            <Rates>
                                <Rate EffectiveDate="2003-09-26" ExpireDate="2003-09-27"
RateTimeUnit="Day" UnitMultiplier="1">
                                    <Base AmountBeforeTax="113.98" CurrencyCode="USD"/>
                                    <AdditionalGuestAmounts>
                                        <AdditionalGuestAmount>
                                            <Amount AmountBeforeTax="0.00" CurrencyCode="USD"/>
```

```xml
                                </AdditionalGuestAmount>
                            </AdditionalGuestAmounts>
                            <Fees>
                                <Fee TaxInclusive="false" Type="Exclusive" Code="1" Amount="0.00"
CurrencyCode="USD"/>
                            </Fees>
                        </Rate>
                    </Rates>
                </RoomRate>
            </RoomRates>
            <GuestCounts IsPerRoom="true">
                <GuestCount AgeQualifyingCode="10" Count="1"/>
            </GuestCounts>
            <TimeSpan Start="2003-09-25" End="2003-09-27"/>
            <Total AmountAfterTax="288.04" CurrencyCode="USD">
                <Taxes Amount="35.48" CurrencyCode="USD">
                    <Tax Type="Exclusive" Code="27" Amount="35.48" CurrencyCode="USD"/>
                </Taxes>
            </Total>
            <BasicPropertyInfo ChainCode="HH" BrandCode="HH" HotelCode="09138"/>
            <ResGuestRPHs>
                <ResGuestRPH RPH="1"/>
            </ResGuestRPHs>
            <SpecialRequests>
                <SpecialRequest Language="en-us" RequestCode="1.14">
                    <Text Formatted="false" Language="en-us">1 king</Text>
                </SpecialRequest>
                <SpecialRequest Language="en-us" RequestCode="2.3">
                    <Text Formatted="false" Language="en-us"/>
                </SpecialRequest>
            </SpecialRequests>
        </RoomStay>
    </RoomStays>
    <ResGuests>
        <ResGuest ResGuestRPH="1" AgeQualifyingCode="10">
            <Profiles>
                <ProfileInfo>
                    <Profile ProfileType="1">
                        <Customer>
                            <PersonName>
                                <GivenName>lisa</GivenName>
                                <MiddleName>maria</MiddleName>
                                <Surname>bisagni</Surname>
                            </PersonName>
                        </Customer>
                    </Profile>
                </ProfileInfo>
            </Profiles>
        </ResGuest>
    </ResGuests>
    <ResGlobalInfo>
        <HotelReservationIDs>
            <HotelReservationID ResID_Type="8" ResID_Value="12277021"
ResID_Source="Expedia" ResID_Date="2003-09-25T19:51:00-07:00"/>
            <HotelReservationID ResID_Type="3" ResID_Value="3172305611"
ResID_Source="Hilton" ResID_Date="2003-09-05T13:32:00-07:00"/>
        </HotelReservationIDs>
    </ResGlobalInfo>
</HotelResModify>
</HotelResModifies>
</OTA_HotelResModifyNotifRQ>
```

7.16.1.2.   Event: Response

TBD.

OTA_HotelResModifyNotifRS.xml

TBD

7.17. OTA_HotelResNotifRQ/RS

The Hotel Reservation Notification provides a request/response pair of messages to support the functionality of updating other systems with reservation data. The message set assumes a push model, with the originating system pushing the data to another system. The originating system would usually be a booking source, such as a Global Distribution System (GDS), a Central Reservation System (CRS) or some other agent of the hotel.

The business model assumes that the originating system either has the authority to take a reservation, or is passing along a message from such a system. The message is a notification of the creation or a modification, or cancellation before that reservation has been ended,, and does not require the receiving system to confirm the booking, only the receipt of the message. The responding system may add its own data (such as its own confirmation ID) and include that data in the response message.

The originating system will send a report using the OTA_HotelResNotifRQ message. The receiving system will acknowledge its receipt of that report using the OTA_HotelResNotifRS message.

- **OTA_HotelResNotifRQ**—Sends a reservation to another system. All the elements and attributes are optional, unless otherwise stated as required.

- **OTA_HotelResNotifRS**—Returns acknowledgement that the reservation has been successfully received, or includes Warnings from business processing rules or errors if the request did not succeed. It may optionally include the updated reservation data.

7.17.1. Use Case: Hotel Reservation Notification (TBD)

TBD

7.17.1.1.   Event: Request

TBD.

OTA_HotelResNotifRQ.xml

TBD

7.17.1.2. Event: Response

TBD.

OTA_HotelResNotifRS.xml

TBD

7.18. OTA_HotelResRQ/RS

The Hotel Reservation Request message is used to send a request from one booking source to another booking source requesting a hotel reservation. Typically the Hotel Reservation Request message would be used by a Central Reservation System (CRS), Global Distribution System (GDS), Internet booker, or other travel service provider that does not have the authority to book a reservation directly, but must determine the status of a property prior to booking a reservation. In the travel industry, allotments of inventory become difficult to manage if dispersed to multiple parties, so the control of inventory is usually held by the hotel property or the Central Reservation Office (CRO) of the hotel chain.

The Hotel Reservation Request message is often preceded by an Availability Request message. Upon querying the system that holds the inventory and learning that inventory is available at a chosen hotel property, the request is sent to book the hotel services. The Hotel Availability Request/Response messages do not hold inventory when the response of availability is returned. The availability query response only provides a snapshot at the time that the request is made. Depending upon the time between determining availability and sending the request to book a reservation, it cannot be assumed that a booking request will be approved.

There is not a requirement to determine availability prior to sending a reservation request. Travel agencies or individual guests may send a request to book a reservation from an Internet site if all the information required for booking is known. The OTA_HotelResRQ message can initiate the first message in the sequence of booking a reservation.

- **OTA_HotelResRQ**—Sends a request for a reservation to another system. All the elements and attributes that constitute the reservation that are known are sent with the request.

- **OTA_HotelResRS**—Returns confirmation that the reservation has been successfully booked, and includes a confirmation or reservation number to identify the reservation. Warnings from business processing rules or errors are returned if the request did not succeed. It may optionally include the updated reservation data.

The message conversation may involve several request/response pairs before the final reservation is booked. During the process, a reservation can be rolled back

or cancelled until the point at which the reservation is committed. In the seamless environment, the reservation system makes a commitment at an interim point but must retract that commitment if the reservation is not completed. For reservations that carry deposit penalties, refund penalties, or are non-cancelable, an interim commitment cannot be made.

The reservation request is an atomic request that can either be approved or denied depending on the status of the hotel inventory or whatever other business reasons that the hotel might have for declining the request.

The first three enumerations of the ResRequestType attribute: 1) Initiate, 2) Ignore, 3) Modify, indicate a tentative message and are used before a commitment is made or a reservation contractually incurred. The purpose of the Modify attribute is to change what is being requested. It does not modify an already confirmed booking. A cancellation cannot be made, and no cancellation penalties can be applied, until a message indicating a Commit has taken place. It is encumbent on the receiving system to periodically clean up tentative transactions, particularly in cases where the Ignore is never successfully received.

Once the Commit is specified and a ConfirmationID and/or ReservationID returned in the Reservation Booking Response message, a reservation exists from that point forward. A Committed reservation requires a new message request be initiated in order to change the reservation. By starting with the confirmation number or ReservationID of the existing reservation, the current reservation has been identified.

When a system requests a new tentative reservation that modifies a confirmed reservation, it would not want to cancel the original commitment before being able to confirm the change. The requesting system would need to retain the original reservation while making changes, and the receiving system woud be tasked to process the modification request according to business rules.

7.18.1. Use Case: Hotel Reservation (TBD)

TBD

7.18.1.1.   Event: Request

TBD.

OTA_HotelResRQ.xml

TBD

7.18.1.2.   Event: Response

TBD.

OTA_HotelResRS.xml

7.19. OTA_HotelRFP_NotifRQ/RS

Because most hotels currently cannot respond to the RFPs in real-time, this
message was created. The intended use case of this message is the following
scenario, after receiving an OTA_HotelRFP_RQ, an OTA_HotelRFP_RS will be
returned saying we will respond in a certain amount of time in the future in a
certain manner. This future detailed response uses this OTA_HotelRFP_NotifRQ
message. Additionally, the OTA_HotelRFP_NotifRQ may be used to provide
updated information in the future regarding the original RFP.

7.19.1. Use Case: Primary Dates

In response to the Houston Astros Soccer Club request the following information would be applied:

Deliver Responses to:

> Julie Clark
> 785 Walnut Lane
> Houston, TX 77571
> Phone: 281-771-6846
> Fax: 281-771-8541
> Email: Julie_Clark@att.net

FROM: Hilton DFW Lakes Executive Conference Center

Lori Smith

Director of Sales

800 Highway 26 East
Grapevine, TX 76051
United States of America
Email: lsmith@dfwhilton.com
(817) 481-8444 - main phone
(817) 481-3160 - main fax
(817) 410-6772 - sales phone
(817) 481-3146 - sales fax

Yes, Our facility is interested.

Arrival Date:	October 10, 2004
Departure Date:	October 12, 2004
Single Rate:	$92.00
Double Rate:	$92.00
Option	1st Option
City Tax	7.25%

State Tax	7.75%
Room Block	Total 15
Single	5 Rooms per Night
Double	10 Rooms per Night

Comments:

- Room Rates include continental breakfast for you and your group on the same floor as the guest rooms.

- Televisions can be set with parental controls for stations and movie channels.

- All Rooms paid by master account can be credited towards your Hhonors account, if paid individually this would not apply.

- We would be happy to have your team with us! Let me know if I can hold space for you.

7.19.1.1. Event: Request

A follow up message is sent giving detailed information to the original RFP request.

2003B_RFP_NotifRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_NotifRQ 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_HotelRFP_NotifRQ.xsd" TimeStamp="2003-12-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us">
    <RFP_ResponseSegments>
        <RFP_ResponseSegment>
            <Sites>
                <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW
Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                    <ResponseType DetailIncludedIndicator="true"/>
                    <ContactInfos>
                        <ContactInfo ContactType="Director of Sales">
                            <PersonName>
                                <NamePrefix>Ms.</NamePrefix>
                                <GivenName>Lori</GivenName>
                                <Surname>Smith</Surname>
                            </PersonName>
                            <Telephone PhoneLocationType="4" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
                            <Telephone PhoneLocationType="4" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
                            <Telephone PhoneLocationType="5" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
                            <Telephone PhoneLocationType="5" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
                            <Address Type="2" UseType="6">
                                <StreetNmbr>800 Highway 26 East</StreetNmbr>
                                <CityName>Grapevine</CityName>
                                <PostalCode>76051-9641</PostalCode>
                                <StateProv StateCode="TX"/>
                                <CountryName Code="US"/>
```

```xml
          </Address>
          <Email EmailType="6">lsmith@dfwhilton.com</Email>
        </ContactInfo>
      </ContactInfos>
      <Dates>
        <Date Start="2004-10-10" End="2004-10-12" ProposedDateIndicator="Primary">
          <RoomBlock>
            <StayDates>
              <StayDate Start="2004-10-10" End="2004-10-12">
                <StayDateRooms>
                  <StayDateRoom RoomType="single" NumberOfUnits="5">
                    <Rates>
                      <Rate Amount="92.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                        <Taxes CurrencyCode="USD">
                          <Tax Percent="7.25" Code="3"/>
                          <Tax Percent="7.75" Code="15"/>
                        </Taxes>
                      </Rate>
                    </Rates>
                  </StayDateRoom>
                  <StayDateRoom RoomType="double" NumberOfUnits="10">
                    <Rates>
                      <Rate Amount="92.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                        <Taxes CurrencyCode="USD">
                          <Tax Percent="7.25" Code="3"/>
                          <Tax Percent="7.75" Code="15"/>
                        </Taxes>
                      </Rate>
                    </Rates>
                  </StayDateRoom>
                  <StayDateRoom RoomType="double" NumberOfUnits="10">
                    <Rates>
                      <Rate Amount="92.00" CurrencyCode="usd"
DecimalPlaces="2" OccupancyRate="Single">
                        <Taxes CurrencyCode="usd">
                          <Tax Percent="7.25" Code="3"/>
                          <Tax Percent="7.75" Code="15"/>
                        </Taxes>
                      </Rate>
                    </Rates>
                  </StayDateRoom>
                </StayDateRooms>
              </StayDate>
            </StayDates>
          </RoomBlock>
        </Date>
      </Dates>
      <Comment>
        <Text xsi:language="en">
          Room Rates include continental breakfast for you and your group on the same floor
as the guest rooms. Televisions can be set with parental controls for stations and movie channels. All Rooms
paid by master account can be credited towards your Hhonors account, if paid individually this would not
apply. We would be happy to have your team with us! Let me know if I can hold space for you.</Text>
      </Comment>
      <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456">
      </SiteID>
    </Site>
  </Sites>
  <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230"/>
</RFP_ResponseSegment>
</RFP_ResponseSegments>
<MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_NotifRQ>
```

7.19.1.2.   Event: Response

A response is sent acknowledging receipt of the notification message.

OTA_HotelRFP_NotifRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_NotifRS 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_HotelRFP_NotifRS.xsd" Version="1.000">
    <Success/>
    <MessageID URL="http://www.mpoint.com" Type="13" ID="12345">
        <RFP_IDs>
            <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230">
                <SiteIDs>
                    <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456"/>
                </SiteIDs>
            </RFP_ID>
        </RFP_IDs>
    </MessageID>
</OTA_HotelRFP_NotifRS>
```

7.19.2. Use Case: Alternate Dates

In response to the Houston Astros Soccer Club request the following information would be applied:

Deliver Responses to:

> Julie Clark
> 785 Walnut Lane
> Houston, TX 77571
> Phone: 281-771-6846
> Fax: 281-771-8541
> Email: Julie_Clark@att.net

FROM: Doubletree Hotel Dallas-Lincoln Centre near the Galleria

Tiffany Jones

Director of Sales

> 5410 LBJ Freeway
> Dallas, TX 75240
> United States of America
> Email: tjones@ddallas_hilton.com
> (972) 934-8400 - main phone
> (972) 701-5244 - main fax
> (972) 701-5127 - sales phone
> (972) 701-5137 - sales fax

> Unfortunately, we are sold out over the dates you requested. If you are able to adjust your dates we could accommodate you the following week.   Please let me know if this will work for your team.

Alternate Arrival Date:	October 17, 2004
Alternate Departure Date:	October 19, 2004
Single Rate:	$85.00
Double Rate:	$85.00
Option	Alternate
City Tax	7.25%
State Tax	7.75%
Room Block	Total 15
Single	5 Rooms per Night
Double	10 Rooms per Night

7.19.2.1. Event: Request

A follow up message is sent giving detailed information to the original RFP request.

2003B_RFP_NotifRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_NotifRQ 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_HotelRFP_NotifRQ.xsd" TimeStamp="2003-12-17T09:30:47-05:00" Target="Production"
Version="1.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us">
    <RFP_ResponseSegments>
        <RFP_ResponseSegment>
            <Sites>
                <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW
Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                    <ResponseType DetailIncludedIndicator="true"/>
                    <ContactInfos>
                        <ContactInfo ContactType="Director of Sales">
                            <PersonName>
                                <NamePrefix>Ms.</NamePrefix>
                                <GivenName>Lori</GivenName>
                                <Surname>Smith</Surname>
                            </PersonName>
                            <Telephone PhoneLocationType="4" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
                            <Telephone PhoneLocationType="4" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
                            <Telephone PhoneLocationType="5" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
                            <Telephone PhoneLocationType="5" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
                            <Address Type="2" UseType="6">
                                <StreetNmbr>800 Highway 26 East</StreetNmbr>
                                <CityName>Grapevine</CityName>
                                <PostalCode>76051-9641</PostalCode>
```

```xml
                                <StateProv StateCode="TX"/>
                                <CountryName Code="US"/>
                            </Address>
                            <Email EmailType="6">lsmith@dfwhilton.com</Email>
                        </ContactInfo>
                    </ContactInfos>
                    <Dates>
                        <Date Start="2004-10-17" End="2004-10-19" ProposedDateIndicator="Alternate">
                            <RoomBlock>
                                <StayDates>
                                    <StayDate Start="2004-10-17" End="2004-10-19">
                                        <StayDateRooms>
                                            <StayDateRoom RoomType="single" NumberOfUnits="5">
                                                <Rates>
                                                    <Rate Amount="85.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                                                        <Taxes CurrencyCode="USD">
                                                            <Tax Percent="7.25" Code="3"/>
                                                            <Tax Percent="7.75" Code="15"/>
                                                        </Taxes>
                                                    </Rate>
                                                </Rates>
                                            </StayDateRoom>
                                            <StayDateRoom RoomType="double" NumberOfUnits="10">
                                                <Rates>
                                                    <Rate Amount="85.00" CurrencyCode="USD"
DecimalPlaces="2" OccupancyRate="Single">
                                                        <Taxes CurrencyCode="USD">
                                                            <Tax Percent="7.25" Code="3"/>
                                                            <Tax Percent="7.75" Code="15"/>
                                                        </Taxes>
                                                    </Rate>
                                                </Rates>
                                            </StayDateRoom>
                                        </StayDateRooms>
                                    </StayDate>
                                </StayDates>
                            </RoomBlock>
                        </Date>
                    </Dates>
                    <Comment>
                        <Text xsi:language="en">
                            Unfortunately, we are sold out over the dates you requested.  If you are able to adjust
your dates we could accommodate you the following week.  Please let me know if this will work for your team.
</Text>
                    </Comment>
                    <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456">
                </SiteID>
                </Site>
            </Sites>
            <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230"/>
        </RFP_ResponseSegment>
    </RFP_ResponseSegments>
    <MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_NotifRQ>
```

7.19.2.2. Event: Response

TBD.

7.19.3. Use Case: Decline

In response to the Houston Astros Soccer Club request the following information would be applied:

Deliver Responses to:

>   Julie Clark
>   785 Walnut Lane
>   Houston, TX 77571
>   Phone: 281-771-6846
>   Fax: 281-771-8541
>   Email: Julie_Clark@att.net

FROM: Hilton DFW Lakes Executive Conference Center

Lori Smith

Director of Sales

800 Highway 26 East
Grapevine, TX 76051
United States of America
Email: lsmith@dfwhilton.com
(817) 481-8444 - main phone
(817) 481-3160 - main fax
(817) 410-6772 - sales phone
(817) 481-3146 - sales fax

>   We apologize, but our facility cannot accommodate your request at this time.

7.19.3.1.   Event: Request

>   A follow up message is sent declining the original RFP request.

2003B_RFP_NotifRQ3.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_NotifRQ 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_HotelRFP_NotifRQ.xsd" EchoToken="String" TimeStamp="2001-12-17T09:30:47-05:00"
Target="Production" Version="1.000" TransactionIdentifier="String" SequenceNmbr="1"
TransactionStatusCode="Start" PrimaryLangID="en-us" AltLangID="en-us">
    <RFP_ResponseSegments>
        <RFP_ResponseSegment>
            <Sites>
                <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW
Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                    <ResponseType DetailIncludedIndicator="true" DeclineIndicator="true"
DeclineReasonCode="5"/>
                    <ContactInfos>
                        <ContactInfo ContactType="Director of Sales">
                            <PersonName>
                                <NamePrefix>Ms.</NamePrefix>
                                <GivenName>Lori</GivenName>
                                <Surname>Smith</Surname>
                            </PersonName>
                            <Telephone PhoneLocationType="4" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-8444"/>
```

5 December 2003

```xml
                    <Telephone PhoneLocationType="4" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3160"/>
                    <Telephone PhoneLocationType="5" PhoneTechType="1"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="410-6772"/>
                    <Telephone PhoneLocationType="5" PhoneTechType="3"
CountryAccessCode="1" AreaCityCode="817" PhoneNumber="481-3146"/>
                        <Address Type="2" UseType="6">
                            <StreetNmbr>800 Highway 26 East</StreetNmbr>
                            <CityName>Grapevine</CityName>
                            <PostalCode>76051-9641</PostalCode>
                            <StateProv StateCode="TX"/>
                            <CountryName Code="US"/>
                        </Address>
                        <Email EmailType="6">lsmith@dfwhilton.com</Email>
                    </ContactInfo>
                </ContactInfos>
                <Comment>
                    <Text xsi:language="en">
                    We apologize, but our facility cannot accommodate your request at this time.</Text>
                </Comment>
                <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456">
            </SiteID>
            </Site>
        </Sites>
        <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230"/>
    </RFP_ResponseSegment>
  </RFP_ResponseSegments>
  <MessageID ID="12345" URL="http://www.mpoint.com" Type="13"/>
</OTA_HotelRFP_NotifRQ>
```

7.19.3.2. Event: Response

TBD.

7.20. OTA_HotelRFPRS/RQ

The Request and Response RFP/RFI (requests for proposals/ requests for information) Messages expand on the hotel message sets, to further automate a large section of hotel responses to information. For example, an RFP/RFI is generally sent from a customer, agency, corporation, etc. to the sales team within a hotel(s) or national/regional office(s), who must then manually reply to the message(s) in various ways, such as phone, fax, email, etc. This new RFP/RFI request/response messages replaces the inconsistent and highly manual effort of sending the requests and the acknowledgment of receiving the request. This request/response message set is designed for use for RFP/RFI Group and Meeting.

7.20.1. Use Case: Hotel Request For Proposal (Simple Request)

Julie Clark's son's soccer team, Houston Astros Soccer Club, has a soccer tournament in Dallas, TX on October 10 – 12, 2003. The team needs 15 rooms for 2 nights in Dallas, TX. Julie typically stays with Hilton Hotels on business

travel and is a Hilton HHonors member (number 528126539). Julie decides to go on-line to www.hiltondirect.com in order to request the price for the rooms.

Julie fills out her contact information and room requirements, and then submits an on-line request for proposal to several Hilton hotels in the Dallas, TX area. HiltonDirect.com's lead management functionality is powered by Plansoft, whose meeting planner site is www.mpoint.com.

Contact Information:
Julie Clark
785 Walnut Lane
Houston, TX 77571
Phone: 281-771-6846
Fax: 281-771-8541
Email: Julie_Clark@att.net

Group Information:
Group Name: Houston Astros Soccer Club
Dates: October 10 –12, 2003
Decision Date: April 10, 2003

Number of People: 5 adults and 20 children

Room Information:
5 single rooms and 10 rooms with two beds. Budgeted room rate of $85 to $110 per rooms per night.

Comments:
All rooms on the same floor level. All charges to one bill.

Hotel Information:

Doubletree Hotel Dallas-Lincoln Centre near the Galleria
5410 LBJ Freeway
Dallas, TX 75240
United States of America
(972) 934-8400 - main phone
(972) 701-5244 - main fax
(972) 701-5127 - sales phone
(972) 701-5137 - sales fax

Hilton DFW Lakes Executive Conference Center
800 Highway 26 East
Grapevine, TX 76051
United States of America
(817) 481-8444 - main phone
(817) 481-3160 - main fax
(817) 410-6772 - sales phone
(817) 481-3146 - sales fax

Embassy Suites Hotel Dallas - Market Center
2727 Stemmons Freeway
Dallas, TX 75207
United States of America
(214) 630-5332 - main phone
(214) 631-3025 - main fax
(214) 630-5332 - sales phone
(214) 631-3025 - sales fax

7.20.1.1. Event: Request

Julie Clark sends an online request for a proposal for her son's soccer tournament in Dallas to the hotels.

OTA_HotelRFP_RQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RQ EchoToken="183529" TimeStamp="2003-12-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
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_HotelRFP_RQ.xsd">
    <RFP_RequestSegments AttendeeQuantity="25" ResponseDue="2003-04-10" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
        <RFP_RequestSegment>
            <Profiles>
                <ProfileInfo>
                    <UniqueID URL="http://www.hiltondirect.com" Type="1" ID="123456"/>
                    <Profile ProfileType="1">
                        <Customer Gender="Female">
                            <PersonName>
                                <GivenName>Julie</GivenName>
                                <Surname>Clark</Surname>
                            </PersonName>
                            <Telephone CountryAccessCode="1" AreaCityCode="281" PhoneNumber="771-
6846" PhoneUseType="3"/>
                            <Email>Julie_Clark@att.net</Email>
                            <Address UseType="2">
                                <AddressLine>785 Walnut Lane</AddressLine>
                                <CityName>Houston</CityName>
                                <PostalCode>77571</PostalCode>
                                <StateProv StateCode="TX">Texas</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                            </Address>
                        </Customer>
                    </Profile>
                </ProfileInfo>
            </Profiles>
            <Dates>
                <Date Start="2003-10-10" End="2003-10-12" DateType="Primary"/>
            </Dates>
            <Sites>
                <Site ChainCode="Hilton" BrandCode="DT" HotelCode="16023" HotelName="Doubletree
Hotel Dallas-Lincoln Centre near the Galleria" ChainName="Doubletree Hotels" BrandName="Hilton Hotels">
                    <ContactInfos>
                        <ContactInfo ContactType="Primary">
                            <Telephone CountryAccessCode="1" AreaCityCode="972" PhoneNumber="934-
8400" PhoneUseType="5"/>
```

```xml
<Address FormattedInd="false" Type="2" UseType="6">
    <AddressLine>5410 LBJ Freeway</AddressLine>
    <CityName>Dallas</CityName>
    <PostalCode>75240</PostalCode>
    <StateProv StateCode="TX">Texas</StateProv>
    <CountryName Code="US">United States of America</CountryName>
</Address>
                    </ContactInfo>
                </ContactInfos>
            </Site>
            <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                <ContactInfos>
                    <ContactInfo ContactType="Primary">
                        <Telephone CountryAccessCode="1" AreaCityCode="972" PhoneNumber="934-8400" PhoneUseType="5"/>
                        <Address FormattedInd="false" Type="2" UseType="6">
                            <AddressLine>800 Highway 26 East</AddressLine>
                            <CityName>Grapevine</CityName>
                            <PostalCode>76051</PostalCode>
                            <StateProv StateCode="TX">Texas</StateProv>
                            <CountryName Code="US">United States of America</CountryName>
                        </Address>
                    </ContactInfo>
                </ContactInfos>
            </Site>
            <Site ChainCode="Hilton" BrandCode="ES" HotelCode="16025" HotelName="Embassy Suites Hotel Dallas - Market Center" ChainName="Embassy Suites" BrandName="Hilton Hotels">
                <ContactInfos>
                    <ContactInfo ContactType="Primary">
                        <Telephone CountryAccessCode="1" AreaCityCode="214" PhoneNumber="630-5332 " PhoneUseType="5"/>
                        <Address FormattedInd="false" Type="2" UseType="6">
                            <AddressLine>2727 Stemmons Freeway </AddressLine>
                            <CityName>Dallas</CityName>
                            <PostalCode>75207 </PostalCode>
                            <StateProv StateCode="TX">Texas</StateProv>
                            <CountryName Code="US">United States of America</CountryName>
                        </Address>
                    </ContactInfo>
                </ContactInfos>
            </Site>
        </Sites>
        <RoomBlock>
            <BudgetedRoomRate Amount="110.00" CurrencyCode="USD" DecimalPlaces="2"/>
            <StayDays FirstStayDayOfWeek="Fri">
                <StayDay DayNumber="1">
                    <StayDayRooms>
                        <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="5"/>
                        <StayDayRoom RoomTypeRequirement="Doubles/Doubles" NumberOfUnits="10">
                        </StayDayRoom>
                    </StayDayRooms>
                </StayDay>
                <StayDay DayNumber="2">
                    <StayDayRooms>
                        <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="5"/>
                        <StayDayRoom RoomTypeRequirement="Doubles/Doubles" NumberOfUnits="10">
                        </StayDayRoom>
                    </StayDayRooms>
                </StayDay>
            </StayDays>
        </RoomBlock>
        <Comments ParagraphNumber="1" Language="en-us">
```

```xml
            <Text Formatted="1" Language="en-us">Hilton HHonors member 528126539 All rooms on
the same floor level.  All charges to one bill.  </Text>
        </Comments>
        <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230">
      </RFP_ID>
      </RFP_RequestSegment>
   </RFP_RequestSegments>
   <MessageID URL="http://www.mpoint.com" Type="13" ID="12345">
      <CompanyName CompanyShortName="Houston Astros Soccer Club">
      </CompanyName>
   </MessageID>
</OTA_HotelRFP_RQ>
```

7.20.1.2.   Event: Response

A response message comes back acknowledging receipt and saying details will be
received within 48 hours.

OTA_HotelRFP_RS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RS 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_HotelRFP_RS.xsd" Version="2.000">
   <Success/>
   <RFP_Response>
      <RFP_ResponseSegments>
         <RFP_ResponseSegment>
            <Sites>
               <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16024" HotelName="Hilton
DFW Lakes Executive Conference Center" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                  <ResponseType DetailIncludedIndicator="false" ResponseMethod="11"
MinimumTime="P0Y0M1DT0H00M" MaximumTime="P0Y0M2DT0H00M" ResponseTimeUnit="business
day"/>
                  <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123456"/>
               </Site>
            </Sites>
            <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102230">
               <CompanyName>Houston Astros Soccer Club</CompanyName>
            </RFP_ID>
         </RFP_ResponseSegment>
      </RFP_ResponseSegments>
      <MessageID URL="http://www.mpoint.com" Type="13" ID="12345"/>
   </RFP_Response>
</OTA_HotelRFP_RS>
```

7.20.2. Use Case: Hotel Request For Proposal (Complex Request)

Kellie Thompson works for a third party meeting planner agency. She is
planning the THIRD Annual Sales Incentive Meeting for a corporation such as
IBM or Intel. Her primary contact at the corporation is John Smith.

Kellie will submit an RFP from a PlanSoft powered web site such as mpoint.
This meeting needs to occur in September 2003 with an alternate being October
2003. Kellie requires responses from hotels by 04/01/2003. She must make a
decision on which hotel to choose by 4/10/2003.

John Hewitt has certain requirements for this meeting. They have had this
meeting in the past and he has lots of historical data at his disposal. The meeting

is an incentive based meeting for the top 20 sales people. This meeting will be a 2-day business meeting followed by a weekend get away for the sales people and their families.

Kellie is expecting all 20 salespeople to attend. She also expected 5 additional sales people to attend as well 2 additional executive committee members. This in combination with Kellie and her assistant bring the total to 30 people. She is also expecting approximately 50 family members to arrive for the weekend staying in the existing rooms allocated to the salespeople. She has the following room requirements:

	Singles	Doubles	Double/Doubles	Suites
Day 1	3	4	20	3
Day 2	3	4	20	3
Day 3	3	4	20	3
Day 4	3	4	20	3

Two of the Double/Double rooms require a crib.

Kellie would like to receive a full contract back along with a sales kit. The sales kit should include a menu as well as information about the local attractions.

This meeting has been very popular in the past. Last year's meeting, 2nd Annual Sales Incentive Meeting, alone produced the following historical data:

Location: Sacramento
Hilton Sacramento Arden West
2200 Harvard St
Sacramento, CA 95815
United States of America
Dates: 9/10/2002 – 9/14/2002

	Room Block	Final Room Pickup	Total Guest Room Expense	Food & Beverage	Meeting Room Rental	Audio Visual	# of Attendees
Day 1	35	31	$5859.00	$2854.00	$2000.00	$125	31
Day 2	35	31	$5859.00	$2854.00	$2000.00	$150	31
Day 3	35	31	$5859.00	$8566.00	$2000.00	$350	74
Day 4	35	31	$5859.00	$8566.00	$2000.00	$350	74

Kellie will be submitting her RFP to the following Hotels in San Diego:

San Diego Marriott Hotel & Marina
333 West Harbor Drive
San Diego, CA 92101
United States of America
Mr. Rick Outcalt
Director of Sales

Phone: (619) 230-8314
Fax: (619) 230-8328
Email: rick.outcalt@marriott.com

Sheraton San Diego Hotel & Marina
1380 Harbor Island Drive
San Diego, CA 92101
United States of America
Gary Spencer
Director of Sales & Marketing
Phone: (619) 692-2266
Fax: (619) 692-2363
Email: gary.spencer@sheraton.com

Hilton San Diego Resort
1775 East Mission Bay Drive
San Diego, CA 92109
United States of America
Jane Bucks
Director of Sales
Phone: (619) 275-8910 Fax: (619) 275-7992
Email: jane_bucks@hilton.com

Hotel - Hyatt Regency Islandia Hotel & Marina
1441 Quivira Road
San Diego, CA 92109
United States of America
Sidney Hunter
Director of Sales
Phone: (619) 221-4840
Fax: (619) 221-4841
Email: shunter@sanispo.hyatt.com

San Diego Marriott La Jolla
4240 La Jolla Village Drive
La Jolla, CA 92037
United States of America
Dave Foster
Director of Sales
Phone: (858) 597-6353
Fax: (858) 457-5153
Email: david.t.foster@marriott.com

Radisson Hotel San Diego
1433 Camino Del Rio South
San Diego, CA 92108
United States of America
Peggy Johnson
Director of Sales & Marketing

Phone: (619) 260-6592
Fax: (619) 497-0808
Email: peggy.johnson@ihrco.com

Marriott Coronado Island
2000 Second Street
Coronado, CA 92118
United States of America
Rick Outcalt
Director of Sales
Phone: (619) 230-8314
Fax: (619) 522-3068
Email: rick.outcalt@marriott.com

La Casa del Zorro Desert Resort
3845 Yaqui Pass Road
Borrego Springs, CA 92004
United States of America
Phyllis Fetter
Director of Sales
Phone: (888) 336-9336
Fax: (760) 767-4782
Email: phyllis.fetter@lacasadeszorro.com

Four Seasons Resort Aviara
7100 Four Seasons Point
Carlsbad, CA 92009
United States of America
Nance Trevithick
Director of Sales
Phone: (760) 603-6800
Fax: (760) 603-6822
Email: nance.trevithick@fourseasons.com

Kellie would also like to send this request to her national sales contact for Hilton and Marriott. Respectively those contacts are:

Hilton Hotels: Tiffany Bracken
National Sales Officer
4835 LBJ Freeway, Suite 535
Dallas, TX 75244
United States of America
Phone: (972) 701-3724
Fax: (972) 701-3788
tiffany_bracken@hilton.com

Marriott Hotels: Eric Marriott
Global Sales Director
One Marriott Drive,

Washington DC, 20058,
United States of America
Phone: (301) 380-3000
Fax: (555) 678-9999
Emarriott@marriott.com

The meeting will have the following agenda:

Day 1:

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	30	365	Banquet	No	All American breakfast; 4 Vegetarians
9:00 – 10:30	General Session	24	975	Conference	Yes	
10:30 – 10:45	Break	30	285	Reception	No	Coffee; Soda; Danish, doughnuts
10:45 – 12:00	General Session continued	24	975	Conference	Yes	
12:00 – 1:00	Lunch	30	365	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
1:00 – 3:15	FY 2003 Sales Review	24	975	Conference	Yes	
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda: Cookies; etc..
3:30 – 5:00	FY 2004 Sales Goals	24	975	Conference	Yes	
6:00 – 8:00	Dinner	30	365	Banquet	No	

Day 2:

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	30	365	Banquet	No	All American breakfast; 4 Vegetarians
9:00 – 10:30	2004 Planning Session	24	975	Conference	Yes	
10:30 –	Break	30	285	Reception	No	Coffee; Soda;

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
10:45						Danish, doughnuts
10:45 – 12:00	2004 Planning Session continued	24	975	Conference	Yes	
12:00 – 1:00	Lunch	30	365	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
1:00 – 3:15	Establish 2004 Sales Goals	24	975	Conference	Yes	
3:15 – 3:30	Break	30	285	Reception	No	Coffee; Soda: Cookies; etc..
3:30 – 5:00	2004 Sales Goals continued	24	975	Conference	Yes	
6:00 – 8:00	Dinner	30	365	Banquet	No	

Day 3: - Families Arrive

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	80	963	Banquet	No	All American breakfast; 4 Vegetarians
12:00 – 1:00	Lunch	80	963	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken sandwiches
6:00 – 8:00	Dinner		963	Banquet	No	
8:00 – 10:00	Awards Ceremony	80	963	Banquet	No	

Day 4:

Time	Name	# of People	Sq. Ft.	Setup	24 Hold	Notes/ Instructions
8:00 – 9:00	Breakfast	80	963	Banquet	No	All American breakfast; 4 Vegetarians
12:00 – 1:00	Lunch	80	963	Banquet	No	Box Lunch with choices for Turkey, Roast Beef and Chicken

						sandwiches
6:00 – 8:00	Dinner		963	Banquet	No	
8:00 – 10:00	Awards Ceremony	80	963	Banquet	No	

7.20.2.1. Event: Request

Kellie Thompson submits a request for a proposal, with details about the meeting.

OTA_HotelRFP_RQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RQ EchoToken="183530" TimeStamp="2003-02-17T09:30:47-05:00" Target="Production"
Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
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_HotelRFP_RQ.xsd">
    <RFP_RequestSegments AttendeeQuantity="80" ResponseDue="2003-04-01" DecisionDue="2003-04-
10" ResponseFormat="2" ResponseLanguage="en-us">
        <RFP_RequestSegment>
            <Profiles>
                <ProfileInfo>
                    <UniqueID URL="http://www.mpoint.com" Type="1" ID="654321">
                    </UniqueID>
                    <Profile ProfileType="1">
                        <Customer Gender="Male" BirthDate="1967-08-13" CurrencyCode="aaa"
DecimalPlaces="1">
                            <PersonName>
                                <GivenName>John</GivenName>
                                <Surname>Hewitt</Surname>
                            </PersonName>
                            <Telephone CountryAccessCode="1" AreaCityCode="330" PhoneNumber="405-
9238" PhoneUseType="5"/>
                            <Email>jhewitt@plansoft.com</Email>
                            <Address UseType="2">
                                <AddressLine>8085 Darrow Rd</AddressLine>
                                <CityName>Twinsburg</CityName>
                                <PostalCode>44087</PostalCode>
                                <StateProv StateCode="OH">Ohio</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                            </Address>
                        </Customer>
                        <CompanyInfo>
                            <CompanyName CompanyShortName="3rd Party Planning Agency"/>
                            <AddressInfo UseType="2">
                                <BldgRoom>Suite 400-W</BldgRoom>
                                <AddressLine>5001 Spring Valley</AddressLine>
                                <CityName>Dallas</CityName>
                                <PostalCode>75244</PostalCode>
                                <StateProv StateCode="TX">Texas</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                            </AddressInfo>
                            <TelephoneInfo CountryAccessCode="1" AreaCityCode="972"
PhoneNumber="383-2709" PhoneUseType="5"/>
                            <Email>kellie_thompson@hilton.com</Email>
                        </CompanyInfo>
                    </Profile>
                </ProfileInfo>
            </Profiles>
```

```xml
<Dates>
    <Date Start="2003-09-04" End="2003-09-08" DateType="Primary">
    </Date>
    <Date Start="2003-09-18" End="2003-09-22" DateType="Alternate">
    </Date>
</Dates>
<Sites>
    <Site ChainCode="Marriott" BrandCode="Marriott" HotelCode="16024" HotelName="San
Diego Marriott Hotel and Marina" ChainName="Marriott Corporation" BrandName="Marriott">
        <ContactInfos>
            <ContactInfo ContactType="Primary">
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Rick</GivenName>
                    <Surname>Outcalt</Surname>
                    <NameTitle>Director</NameTitle>
                </PersonName>
                <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="230-
8314" PhoneUseType="5"/>
                <Address FormattedInd="false" Type="2" UseType="6">
                    <AddressLine>333 West Harbor Drive</AddressLine>
                    <CityName>San Diego</CityName>
                    <PostalCode>92101</PostalCode>
                    <StateProv StateCode="CA">California</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                </Address>
                <Email>rick.outcalt@marriott.com</Email>
            </ContactInfo>
            <ContactInfo ContactType="Copy">
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Eric</GivenName>
                    <Surname>Marriott</Surname>
                    <NameTitle>Global Sales Dir</NameTitle>
                </PersonName>
                <Telephone CountryAccessCode="1" AreaCityCode="301" PhoneNumber="380-
3000" PhoneUseType="5"/>
                <Address FormattedInd="false" Type="2" UseType="6">
                    <AddressLine>One Marriott Drive</AddressLine>
                    <CityName>Washington DC</CityName>
                    <PostalCode>20058</PostalCode>
                    <StateProv StateCode="DC">District of Columbia</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                </Address>
                <Email>emarriott@marriott.com</Email>
            </ContactInfo>
        </ContactInfos>
    </Site>
    <Site ChainCode="Starwood" BrandCode="Sherton" HotelCode="16138"
HotelName="Sheraton San Diego Hotel and Marina" ChainName="Starwood Hotels" BrandName="Sherton">
        <ContactInfos>
            <ContactInfo ContactType="Primary">
                <PersonName>
                    <NamePrefix>Mr.</NamePrefix>
                    <GivenName>Gary</GivenName>
                    <Surname>Spencer</Surname>
                    <NameTitle>Director</NameTitle>
                </PersonName>
                <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="692-
2266" PhoneUseType="5"/>
                <Address FormattedInd="false" Type="2" UseType="6">
                    <AddressLine>1380 Harbor Island Drive</AddressLine>
                    <CityName>San Diego</CityName>
                    <PostalCode>92101</PostalCode>
                    <StateProv StateCode="CA">California</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
```

```xml
                    </Address>
                    <Email>gary.spencer@sheraton.com</Email>
                </ContactInfo>
            </ContactInfos>
        </Site>
        <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16023" HotelName="Hilton San
Diego Resort" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
            <ContactInfos>
                <ContactInfo ContactType="Primary">
                    <PersonName>
                        <NamePrefix>Ms.</NamePrefix>
                        <GivenName>Jane</GivenName>
                        <Surname>Bucks</Surname>
                        <NameTitle>Director</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="275-
8910" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>1775 East Mission Bay Drive</AddressLine>
                        <CityName>San Diego</CityName>
                        <PostalCode>92109</PostalCode>
                        <StateProv StateCode="CA">California</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>jane_bucks@hilton.com</Email>
                </ContactInfo>
                <ContactInfo ContactType="Copy">
                    <PersonName>
                        <NamePrefix>Ms.</NamePrefix>
                        <GivenName>Tiffany</GivenName>
                        <Surname>Bracken</Surname>
                        <NameTitle>Sales Officer</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="301" PhoneNumber="380-
3000" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>4835 LBJ Freeway, Suite 535</AddressLine>
                        <CityName>Dallas</CityName>
                        <PostalCode>75244</PostalCode>
                        <StateProv StateCode="TX">Texas</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>tiffany_bracken@hilton.com </Email>
                </ContactInfo>
            </ContactInfos>
        </Site>
        <Site ChainCode="Hyatt" BrandCode="Hyatt" HotelCode="15578" HotelName="Hyatt
Regency Islandia Hotel and Marina" ChainName="Hyatt Hotels" BrandName="Hyatt Hotels">
            <ContactInfos>
                <ContactInfo ContactType="Primary">
                    <PersonName>
                        <GivenName>Sidney</GivenName>
                        <Surname>Hunter</Surname>
                        <NameTitle>Director</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="221-
4841" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>1441 Quivira Road </AddressLine>
                        <CityName>San Diego</CityName>
                        <PostalCode>92109</PostalCode>
                        <StateProv StateCode="CA">California</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>gary.spencer@sheraton.com</Email>
                </ContactInfo>
```

```xml
            </ContactInfos>
        </Site>
        <Site ChainCode="Marriott" BrandCode="Marriott" HotelCode="16025" HotelName="San
Diego Marriott La Jolla" ChainName="Marriott Corporation" BrandName="Marriott">
            <ContactInfos>
                <ContactInfo ContactType="Primary">
                    <PersonName>
                        <NamePrefix>Mr.</NamePrefix>
                        <GivenName>Dave</GivenName>
                        <Surname>Foster</Surname>
                        <NameTitle>Director</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="858" PhoneNumber="597-
6353" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>4240 La Jolla Village Drive </AddressLine>
                        <CityName>La Jolla</CityName>
                        <PostalCode>92037</PostalCode>
                        <StateProv StateCode="CA">California</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>david.t.foster@marriott.com</Email>
                </ContactInfo>
                <ContactInfo ContactType="Copy">
                    <PersonName>
                        <NamePrefix>Mr.</NamePrefix>
                        <GivenName>Eric</GivenName>
                        <Surname>Marriott</Surname>
                        <NameTitle>Global Sales Dir</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="301" PhoneNumber="380-
3000" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>One Marriott Drive</AddressLine>
                        <CityName>Washington DC</CityName>
                        <PostalCode>20058</PostalCode>
                        <StateProv StateCode="DC">District of Columbia</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>emarriott@marriott.com</Email>
                </ContactInfo>
            </ContactInfos>
        </Site>
        <Site ChainCode="Radisson" BrandCode="Radisson" HotelCode="15578"
HotelName="Radisson Hotel San Diego " ChainName="Radisson" BrandName="Radisson">
            <ContactInfos>
                <ContactInfo ContactType="Primary">
                    <PersonName>
                        <GivenName>Peggy</GivenName>
                        <Surname>Johnson</Surname>
                        <NameTitle>Sales Director</NameTitle>
                    </PersonName>
                    <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="221-
4841" PhoneUseType="5"/>
                    <Address FormattedInd="false" Type="2" UseType="6">
                        <AddressLine>1433 Camino Del Rio South </AddressLine>
                        <CityName>San Diego</CityName>
                        <PostalCode>92108</PostalCode>
                        <StateProv StateCode="CA">California</StateProv>
                        <CountryName Code="US">United States of America</CountryName>
                    </Address>
                    <Email>peggy.johnson@ihrco.com</Email>
                </ContactInfo>
            </ContactInfos>
        </Site>
```

```xml
<Site ChainCode="Marriott" BrandCode="Marriott" HotelCode="15693" HotelName="Marriott Coronado Island" ChainName="Marriott Corporation" BrandName="Marriott">
    <ContactInfos>
        <ContactInfo ContactType="Primary">
            <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Rick</GivenName>
                <Surname>Outcalt</Surname>
                <NameTitle>Sales Director</NameTitle>
            </PersonName>
            <Telephone CountryAccessCode="1" AreaCityCode="619" PhoneNumber="230-8314" PhoneUseType="5"/>
            <Address FormattedInd="false" Type="2" UseType="6">
                <AddressLine>2000 Second Street</AddressLine>
                <CityName>Coronado</CityName>
                <PostalCode>92118</PostalCode>
                <StateProv StateCode="CA">California</StateProv>
                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>rick.outcalt@marriott.com</Email>
        </ContactInfo>
        <ContactInfo ContactType="Copy">
            <PersonName>
                <NamePrefix>Mr.</NamePrefix>
                <GivenName>Eric</GivenName>
                <Surname>Marriott</Surname>
                <NameTitle>Global Sales Dir</NameTitle>
            </PersonName>
            <Telephone CountryAccessCode="1" AreaCityCode="301" PhoneNumber="380-3000" PhoneUseType="5"/>
            <Address FormattedInd="false" Type="2" UseType="6">
                <AddressLine>One Marriott Drive</AddressLine>
                <CityName>Washington DC</CityName>
                <PostalCode>20058</PostalCode>
                <StateProv StateCode="DC">District of Columbia</StateProv>
                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>emarriott@marriott.com</Email>
        </ContactInfo>
    </ContactInfos>
</Site>
<Site ChainCode="I" BrandCode="I" HotelCode="20133" HotelName="La Casa del Zorro Desert Resort" ChainName="Independent" BrandName="Radisson">
    <ContactInfos>
        <ContactInfo ContactType="Primary">
            <PersonName>
                <GivenName>Phyllis</GivenName>
                <Surname>Fetter</Surname>
                <NameTitle>Sales Director</NameTitle>
            </PersonName>
            <Telephone CountryAccessCode="1" AreaCityCode="888" PhoneNumber="336-9336" PhoneUseType="5"/>
            <Address FormattedInd="false" Type="2" UseType="6">
                <AddressLine>3845 Yaqui Pass Road</AddressLine>
                <CityName>Borrego Springs</CityName>
                <PostalCode>92004</PostalCode>
                <StateProv StateCode="CA">California</StateProv>
                <CountryName Code="US">United States of America</CountryName>
            </Address>
            <Email>phyllis.fetter@lacasadeszorro.com</Email>
        </ContactInfo>
    </ContactInfos>
</Site>
<Site ChainCode="2" BrandCode="8" HotelCode="14760" HotelName="Four Seasons Resort Aviara" ChainName="Four Seasons Hotels" BrandName="Four Seasons Hotels">
    <ContactInfos>
```

```xml
                        <ContactInfo ContactType="Primary">
                            <PersonName>
                                <GivenName>Nance</GivenName>
                                <Surname>Trevithick </Surname>
                                <NameTitle>Sales Director</NameTitle>
                            </PersonName>
                            <Telephone CountryAccessCode="1" AreaCityCode="760" PhoneNumber="603-
6800" PhoneUseType="5"/>
                            <Address FormattedInd="false" Type="2" UseType="6">
                                <AddressLine>7100 Four Seasons Point</AddressLine>
                                <CityName>Carlsbad</CityName>
                                <PostalCode>92009</PostalCode>
                                <StateProv StateCode="CA">California</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                            </Address>
                            <Email>nance.trevithick@fourseasons.com</Email>
                        </ContactInfo>
                    </ContactInfos>
                </Site>
            </Sites>
            <RoomBlock>
                <BudgetedRoomRate Amount="200.00" CurrencyCode="USD" DecimalPlaces="2"/>
                <StayDays FirstStayDayOfWeek="Mon">
                    <StayDay DayNumber="1">
                        <StayDayRooms>
                            <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="3"/>
                            <StayDayRoom RoomTypeRequirement="Doubles" NumberOfUnits="4"/>
                            <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="20">
                                <Comment ParagraphNumber="1" Language="en-us">
                                    <Text Formatted="1" Language="en-us">2 Rooms require a crib</Text>
                                </Comment>
                            </StayDayRoom>
                            <StayDayRoom RoomTypeRequirement="Suites" NumberOfUnits="3"/>
                        </StayDayRooms>
                    </StayDay>
                    <StayDay DayNumber="2">
                        <StayDayRooms>
                            <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="3"/>
                            <StayDayRoom RoomTypeRequirement="Doubles" NumberOfUnits="4"/>
                            <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="20">
                                <Comment ParagraphNumber="1" Language="en-us">
                                    <Text Formatted="1" Language="en-us">2 Rooms require a crib</Text>
                                </Comment>
                            </StayDayRoom>
                            <StayDayRoom RoomTypeRequirement="Suites" NumberOfUnits="3"/>
                        </StayDayRooms>
                    </StayDay>
                    <StayDay DayNumber="3">
                        <StayDayRooms>
                            <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="3"/>
                            <StayDayRoom RoomTypeRequirement="Doubles" NumberOfUnits="4"/>
                            <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="20">
                                <Comment ParagraphNumber="1" Language="en-us">
                                    <Text Formatted="1" Language="en-us">2 Rooms require a crib</Text>
                                </Comment>
                            </StayDayRoom>
                            <StayDayRoom RoomTypeRequirement="Suites" NumberOfUnits="3"/>
                        </StayDayRooms>
                    </StayDay>
                    <StayDay DayNumber="4">
                        <StayDayRooms>
                            <StayDayRoom RoomTypeRequirement="Singles" NumberOfUnits="3"/>
                            <StayDayRoom RoomTypeRequirement="Doubles" NumberOfUnits="4"/>
```

```xml
                        <StayDayRoom RoomTypeRequirement="Doubles/Doubles"
NumberOfUnits="20">
                            <Comment ParagraphNumber="1" Language="en-us">
                                <Text Formatted="1" Language="en-us">2 Rooms require a crib</Text>
                            </Comment>
                        </StayDayRoom>
                        <StayDayRoom RoomTypeRequirement="Suites" NumberOfUnits="3"/>
                    </StayDayRooms>
                </StayDay>
            </StayDays>
        </RoomBlock>
        <EventBlock>
            <EventBudget Amount="31815.00" CurrencyCode="USD"/>
            <EventDays FirstEventDayOfWeek="Thu">
                <EventDay DayNumber="1">
                    <EventDayFunctions>
                        <EventDayFunction EventName="Breakfast" StartTime="08:00:00"
EndTime="09:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
                            <Comments ParagraphNumber="1">
                                <Text Formatted="1" Language="en-us">All American breakfast; 4
Vegetarians</Text>
                            </Comments>
                        </EventDayFunction>
                        <EventDayFunction EventName="General Session" StartTime="9:00:00"
EndTime="10:30:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="3" TwentyFourHourHold="0">
                        </EventDayFunction>
                        <EventDayFunction EventName="Break" StartTime="10:30:00"
EndTime="10:45:00" UnitOfMeasureQuantity="285" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="7" TwentyFourHourHold="1">
                            <Comments ParagraphNumber="1">
                                <Text Formatted="1" Language="en-us">Coffee; Soda; Danish,
doughnuts</Text>
                            </Comments>
                        </EventDayFunction>
                        <EventDayFunction EventName="General Session Continued"
StartTime="10:45:00" EndTime="12:00:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft."
AttendeeQuantity="24" RoomSetup="3" TwentyFourHourHold="0">
                        </EventDayFunction>
                        <EventDayFunction EventName="Lunch" StartTime="12:00:00"
EndTime="01:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
                            <Comments ParagraphNumber="1">
                                <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
                            </Comments>
                        </EventDayFunction>
                        <EventDayFunction EventName="FY 2003 Sales Review" StartTime="01:00:00"
EndTime="3:15:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="3" TwentyFourHourHold="0">
                        </EventDayFunction>
                        <EventDayFunction EventName="Break" StartTime="03:15:00"
EndTime="03:30:00" UnitOfMeasureQuantity="285" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="7" TwentyFourHourHold="1">
                            <Comments ParagraphNumber="1">
                                <Text Formatted="1" Language="en-us">Coffee; Soda: Cookies;
etc.</Text>
                            </Comments>
                        </EventDayFunction>
                        <EventDayFunction EventName="FY 2004 Sales Goals" StartTime="3:30:00"
EndTime="05:00:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="3" TwentyFourHourHold="0">
                        </EventDayFunction>
```

```xml
<EventDayFunction EventName="Dinner" StartTime="06:00:00"
EndTime="08:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
    <Comments ParagraphNumber="1">
        <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
    </Comments>
</EventDayFunction>
</EventDayFunctions>
</EventDay>
<EventDay DayNumber="2">
    <EventDayFunctions>
        <EventDayFunction EventName="Breakfast" StartTime="08:00:00"
EndTime="09:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
            <Comments ParagraphNumber="1">
                <Text Formatted="1" Language="en-us">All American breakfast; 4
Vegetarians</Text>
            </Comments>
        </EventDayFunction>
        <EventDayFunction EventName="2004 Planning Session" StartTime="9:00:00"
EndTime="10:30:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft." AttendeeQuantity="24"
RoomSetup="3" TwentyFourHourHold="0">
        </EventDayFunction>
        <EventDayFunction EventName="Break" StartTime="10:30:00"
EndTime="10:45:00" UnitOfMeasureQuantity="285" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="7" TwentyFourHourHold="1">
            <Comments ParagraphNumber="1">
                <Text Formatted="1" Language="en-us">Coffee; Soda; Danish,
doughnuts</Text>
            </Comments>
        </EventDayFunction>
        <EventDayFunction EventName="2004 Planning Session  continued"
StartTime="10:45:00" EndTime="12:00:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft."
AttendeeQuantity="24" RoomSetup="3" TwentyFourHourHold="0">
        </EventDayFunction>
        <EventDayFunction EventName="Lunch" StartTime="12:00:00"
EndTime="01:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
            <Comments ParagraphNumber="1">
                <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
            </Comments>
        </EventDayFunction>
        <EventDayFunction EventName="Establish 2004 Sales Goals"
StartTime="01:00:00" EndTime="3:15:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft."
AttendeeQuantity="24" RoomSetup="3" TwentyFourHourHold="0">
        </EventDayFunction>
        <EventDayFunction EventName="Break" StartTime="03:15:00" EndTime="03:30"
UnitOfMeasureQuantity="285" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30" RoomSetup="7"
TwentyFourHourHold="1">
            <Comments ParagraphNumber="1">
                <Text Formatted="1" Language="en-us">Coffee; Soda: Cookies;
etc.</Text>
            </Comments>
        </EventDayFunction>
        <EventDayFunction EventName="2004 Sales Goals continued"
StartTime="3:30:00" EndTime="05:00:00" UnitOfMeasureQuantity="975" UnitOfMeasure="Sq. Ft."
AttendeeQuantity="24" RoomSetup="3" TwentyFourHourHold="0">
        </EventDayFunction>
        <EventDayFunction EventName="Dinner" StartTime="06:00:00"
EndTime="08:00:00" UnitOfMeasureQuantity="365" UnitOfMeasure="Sq. Ft." AttendeeQuantity="30"
RoomSetup="1" TwentyFourHourHold="1">
            <Comments ParagraphNumber="1">
                <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
```

```xml
                </Comments>
              </EventDayFunction>
            </EventDayFunctions>
          </EventDay>
          <EventDay DayNumber="3">
            <EventDayFunctions>
              <EventDayFunction EventName="Breakfast" StartTime="08:00:00"
EndTime="09:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">All American breakfast; 4
Vegetarians</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Lunch" StartTime="12:00:00"
EndTime="01:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Dinner" StartTime="06:00:00"
EndTime="08:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Awards Ceremony" StartTime="08:00:00"
EndTime="10:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
              </EventDayFunction>
            </EventDayFunctions>
          </EventDay>
          <EventDay DayNumber="4">
            <EventDayFunctions>
              <EventDayFunction EventName="Breakfast" StartTime="08:00:00"
EndTime="09:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">All American breakfast; 4
Vegetarians</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Lunch" StartTime="12:00:00"
EndTime="01:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Dinner" StartTime="06:00:00"
EndTime="08:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
                <Comments ParagraphNumber="1">
                  <Text Formatted="1" Language="en-us">Box Lunch with choices for
Turkey, Roast Beef and Chicken sandwiches</Text>
                </Comments>
              </EventDayFunction>
              <EventDayFunction EventName="Awards Ceremony" StartTime="08:00:00"
EndTime="10:00:00" UnitOfMeasureQuantity="963" UnitOfMeasure="Sq. Ft." AttendeeQuantity="80"
RoomSetup="1" TwentyFourHourHold="1">
              </EventDayFunction>
```

```xml
            </EventDayFunctions>
          </EventDay>
        </EventDays>
      </EventBlock>
      <Histories>
        <History Start="2002-09-10" End="2004-09-14" MeetingName="2nd Annual Sales Incentive"
SiteName="Hilton Sacramento Arden West">
          <ContactInfos>
            <ContactInfo>
              <Telephone CountryAccessCode="1" AreaCityCode="916" PhoneNumber="922-
4700"/>
              <Address FormattedInd="false" Type="2">
                <AddressLine>2200 Harvard St.</AddressLine>
                <CityName>Sacremento</CityName>
                <PostalCode>95815</PostalCode>
                <StateProv StateCode="CA">Cailfornia</StateProv>
                <CountryName Code="US">United States of America</CountryName>
              </Address>
            </ContactInfo>
          </ContactInfos>
          <DaySummaries>
            <DaySummary DayNumber="1" AttendeeQuantity="31" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="2854.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="125.00" CurrencyCode="USD"
DecimalPlaces="2"/>
            <DaySummary DayNumber="2" AttendeeQuantity="31" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="2854.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="150.00" CurrencyCode="USD"
DecimalPlaces="2"/>
            <DaySummary DayNumber="3" AttendeeQuantity="74" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="8566.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="350.00" CurrencyCode="USD"
DecimalPlaces="2"/>
            <DaySummary DayNumber="4" AttendeeQuantity="74" RoomBlockQuantity="35"
RoomPickupQuantity="31" TotalGuestRoomAmount="5859.00" TotalFoodAndBevAmount="8566.00"
TotalMeetingRoomRentalAmount="2000.00" TotalAudioVisualRentalAmount="350.00" CurrencyCode="USD"
DecimalPlaces="2"/>
          </DaySummaries>
        </History>
      </Histories>
      <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102482" MeetingName="3RD Annual
Sales Incentive Mtg"/>
    </RFP_RequestSegment>
  </RFP_RequestSegments>
  <MessageID URL="http://www.mpoint.com" Type="13" ID="12738"/>
</OTA_HotelRFP_RQ>
```

7.20.2.2.   Event: Response

This is based on the 2003A message. Kellie gets back a response acknowledging her request.

OTA_HotelRFP_RS2.XML

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRFP_RS EchoToken="183530" TimeStamp="2003-02-17T09:30:49-05:00" Target="Production"
Version="2.000" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
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_HotelRFP_RS.xsd">
  <Success/>
  <RFP_Response>
    <RFP_ResponseSegments>
```

```
            <RFP_ResponseSegment>
                <Sites>
                    <Site ChainCode="Hilton" BrandCode="HIC" HotelCode="16023" HotelName="Hilton San
Diego Resort" ChainName="Hilton Hotels" BrandName="Hilton Hotels">
                        <SiteID URL="http://www.hiltondirect.com" Type="10" ID="123889"/>
                    </Site>
                </Sites>
                <RFP_ID URL="http://www.mpoint.com" Type="13" ID="102482"/>
            </RFP_ResponseSegment>
        </RFP_ResponseSegments>
        <MessageID URL="http://www.mpoint.com" Type="13" ID="12738"/>
    </RFP_Response>
</OTA_HotelRFP_RS>
```

7.21. OTA_HotelRoomingListRQ/RS

OTA hotel reservation messages prior to 2002B focus on transient business. The Rooming List message set expands into the groups (meetings and conventions) market and the tour (wholesale) market, which today are primarily handled through manual processes and /or proprietary systems. In the case of group or tour reservations, travelers' reservations are booked into blocked space, instead of publicly available room inventory. Group blocks are date specific and tied to an event at a location, whereas tour blocks are generally a set number of rooms held at a location for an extended period of time (often an annual basis). The rooming list messages expand on the hotel message set to further automate a large section of hotel bookings. This message set automates some manual processes and provides the ability to create, modify, and cancel rooming list reservations.

7.21.1. Use Case: Requesting Blocks Of Rooms With Individual Names And Payment For Each

This message assumes that the block at the hotel is already established: Sally S. Smith (s.smith@bpa.com) with a meeting/planner agency "Builder's Planning Agency" (www.bpa.com) has established a block of 100 rooms at the Hilton New York for John Jones with the "National Association of Hotel Builders". Builder's Planning Agency will be sending a request and receiving a response directly to and from the New York Hilton on the behalf of John Jones with the National Association of Hotel Builders. The block was set up 6 months in advance for June 10 – 15, 2003. The block cut-off was set at May 15, 2003 and all rooms must be guaranteed. The 100 rooms consisted of 50 rooms with double beds, 50 rooms with single beds, 5 of which are complimentary rooms based on the pick-up of 90% of the room block. The room rate, for both types of rooms, is the same at $125 USD.

7.21.1.1.   Event: Request

On March 15, 2003 the Builder's Planning Agency sends a request message to the Hilton New York, requesting 2 single rooms for two additional meeting attendees. The 2 single rooms only have one guest name attached to each. In addition, a form of payment via a credit card is attached to each room.

OTA_HotelRoomListRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRQ EchoToken="9876" Target="Production" Version="1.001"
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_HotelRoomListRQ.xsd">
    <POS>
        <Source>
            <RequestorID URL="http://www.bpa.com" Type="4" ID="123456789">
                <CompanyName Code="33345999" CodeContext="Internal"
                    CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <HotelRoomLists>
        <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
        York Hilton" ChainName="Hilton">
            <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
                <CompanyName Code="33345999" CodeContext="Internal"
                    CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
            </UniqueID>
            <Guests>
                <Guest GuestAction="Add-Update" PrintConfoInd="true">
                    <PersonName>
                        <NamePrefix>Ms.</NamePrefix>
                        <GivenName>Kellie</GivenName>
                        <MiddleName>Jean</MiddleName>
                        <Surname>Darling</Surname>
                    </PersonName>
                    <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
                        Extension="564" PhoneUseType="3"/>
                    <Address Type="2">
                        <StreetNmbr>123</StreetNmbr>
                        <BldgRoom>45</BldgRoom>
                        <AddressLine>Yellow Wood Cove</AddressLine>
                        <CityName>Chicago</CityName>
                        <PostalCode>89776-0014</PostalCode>
                        <StateProv StateCode="IL"/>
                        <CountryName Code="US"/>
                    </Address>
                    <Email EmailType="2">KellieJean@att.com</Email>
                    <Loyalty ProgramCode="HHonors" AccountID="906503678"/>
                    <GuaranteePayment DetailType="Payment">
                        <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789066"
                            ExpireDate="0205">
                            <CardHolderName>Kellie Jean Darling</CardHolderName>
                            <Address Type="4">
                                <StreetNmbr>1516</StreetNmbr>
                                <AddressLine>Maple St</AddressLine>
                                <CityName>Chicago</CityName>
                                <PostalCode>89776-0014</PostalCode>
                                <StateProv StateCode="IL"/>
                            </Address>
                        </PaymentCard>
                        <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
                    </GuaranteePayment>
                </Guest>
                <Guest GuestAction="Add-Update" PrintConfoInd="true">
                    <PersonName>
                        <NamePrefix>Ms.</NamePrefix>
                        <GivenName>Julie</GivenName>
                        <MiddleName>Donna</MiddleName>
                        <Surname>Miller</Surname>
                    </PersonName>
                    <Telephone CountryAccessCode="001" AreaCityCode="216" PhoneNumber="628-0060"
```

```xml
                    Extension="896" PhoneUseType="3"/>
                <Address Type="2">
                    <StreetNmbr>1223</StreetNmbr>
                    <BldgRoom>451</BldgRoom>
                    <AddressLine>Redwood Cove</AddressLine>
                    <CityName>Cleveland</CityName>
                    <PostalCode>44121</PostalCode>
                    <StateProv StateCode="OH"/>
                    <CountryName Code="US"/>
                </Address>
                <Email EmailType="2">JulieMiller@att.com</Email>
                <Loyalty ProgramCode="HHonors" AccountID="906503116"/>
                <GuaranteePayment DetailType="Payment">
                    <PaymentCard CardType="1" CardCode="AX" CardNumber="23456789088"
                        ExpireDate="0604">
                        <CardHolderName>Julie Donna Miller</CardHolderName>
                        <Address Type="4">
                            <StreetNmbr>7826</StreetNmbr>
                            <AddressLine>Park St</AddressLine>
                            <CityName>Cleveland</CityName>
                            <PostalCode>44121</PostalCode>
                            <StateProv StateCode="OH"/>
                        </Address>
                    </PaymentCard>
                    <MasterAccountUsage BillingType="EachPaysOwn" SignFoodAndBev="false"/>
                </GuaranteePayment>
            </Guest>
        </Guests>
        <MasterContact ContactType="TravelArranger">
            <PersonName>
                <NamePrefix>Ms.</NamePrefix>
                <GivenName>Sally</GivenName>
                <MiddleName>S.</MiddleName>
                <Surname>Smith</Surname>
            </PersonName>
            <Telephone AreaCityCode="501" CountryAccessCode="001" Extension="7555"
                PhoneNumber="555-1212" PhoneUseType="3"/>
            <Address>
                <StreetNmbr>123</StreetNmbr>
                <BldgRoom>9</BldgRoom>
                <AddressLine>Sink St.</AddressLine>
                <CityName>Dallas</CityName>
                <PostalCode>75206</PostalCode>
                <StateProv>TX</StateProv>
                <CountryName>USA</CountryName>
            </Address>
            <Email EmailType="2">s.smith@bpa.com</Email>
        </MasterContact>
        <MasterAccount BillingType="EachPaysOwn" DirectBill_ID="123456789">
            <CompanyName Code="33345999" CodeContext="Internal"
                CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
            <Address>
                <StreetNmbr>123</StreetNmbr>
                <BldgRoom>9</BldgRoom>
                <AddressLine>Sink St.</AddressLine>
                <CityName>Dallas</CityName>
                <PostalCode>75206</PostalCode>
                <StateProv>TX</StateProv>
                <CountryName>USA</CountryName>
            </Address>
        </MasterAccount>
        <RoomStays>
            <RoomStay>
                <RoomTypes>
                    <RoomType RoomTypeCode="Single" NumberOfUnits="2"/>
                </RoomTypes>
```

```xml
                <RoomRates>
                    <RoomRate>
                        <Rates>
                            <Rate>
                                <Base AmountBeforeTax="125" CurrencyCode="USD"/>
                            </Rate>
                        </Rates>
                    </RoomRate>
                </RoomRates>
                <TimeSpan Start="2003-06-10" End="2003-06-15"/>
            </RoomStay>
        </RoomStays>
    </HotelRoomList>
  </HotelRoomLists>
</OTA_HotelRoomListRQ>
```

7.21.1.2.   Event: Response

The response message for this request is the confirmation number for each room
and each person. In addition to the confirmation number for each guest, the
address and phone number of each is returned.

OTA_HotelRoomListRS.XML

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_HotelRoomListRS EchoToken="9876" Target="Production" Version="1.001"
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_HotelRoomListRS.xsd">
    <Success/>
    <HotelRoomLists>
        <HotelRoomList ChainCode="HH" HotelCode="123456" HotelCityCode="NYC" HotelName="New
            York Hilton" ChainName="Hilton">
        <UniqueID URL="http://www.bpa.com" Type="14" ID="123456789" ID_Context="Room List ID">
            <CompanyName Code="33345999" CodeContext="Internal"
                CompanyShortName="BPA">Builder's Planning Agency</CompanyName>
        </UniqueID>
        <Guests>
            <Guest GuestAction="Add-Update" PrintConfoInd="true">
                <PersonName>
                    <NamePrefix>Ms.</NamePrefix>
                    <GivenName>Kellie</GivenName>
                    <MiddleName>Jean</MiddleName>
                    <Surname>Darling</Surname>
                </PersonName>
                <Telephone CountryAccessCode="001" AreaCityCode="312" PhoneNumber="889-0000"
                    Extension="564" PhoneUseType="3"/>
                <Address Type="2">
                    <StreetNmbr>123</StreetNmbr>
                    <BldgRoom>45</BldgRoom>
                    <AddressLine>Yellow Wood Cove</AddressLine>
                    <CityName>Chicago</CityName>
                    <PostalCode>89776-0014</PostalCode>
                    <StateProv StateCode="IL"/>
                    <CountryName Code="US"/>
                </Address>
                <Email EmailType="2">KellieJean@att.com</Email>
                <UniqueID Type="14" ID="4896702"/>
            </Guest>
            <Guest GuestAction="Add-Update" PrintConfoInd="true">
                <PersonName>
```

```
                    <NamePrefix>Ms.</NamePrefix>
                    <GivenName>Julie</GivenName>
                    <MiddleName>Donna</MiddleName>
                    <Surname>Miller</Surname>
                </PersonName>
                <Telephone CountryAccessCode="001" AreaCityCode="216" PhoneNumber="628-0060"
                        Extension="896" PhoneUseType="3"/>
                <Address Type="4">
                    <StreetNmbr>1223</StreetNmbr>
                    <BldgRoom>451</BldgRoom>
                    <AddressLine>Redwood Cove</AddressLine>
                    <CityName>Cleveland</CityName>
                    <PostalCode>44121</PostalCode>
                    <StateProv StateCode="OH"/>
                    <CountryName Code="US"/>
                </Address>
                <Email EmailType="2">JulieMiller@att.com</Email>
                <UniqueID Type="14" ID="4896703"/>
            </Guest>
        </Guests>
    </HotelRoomList>
  </HotelRoomLists>
</OTA_HotelRoomListRS>
```

7.22. OTA_HotelSearchRQ/RS

The Hotel Search Request message provides the ability to search for a list of hotel properties that meet specified criteria.

This type of request message is often referred to as a 'wide-area search' because it typically searches for a list of hotels within a geographic area that may be fairly constrained or quite broad. For example, a list of all the hotels within New York City would be an extensive property search, potentially yielding a list in excess of 1,000 hotels (this figure is not based on any statistical data). Other geographic data, such as, proximity to a specific location, landmark, attraction or destination point, could be used to constrain the summary response to a limited number of hotels.

The search criteria must be fashioned in such a way that the response fulfills the criteria and returns enough data to add value, potentially a means for marketing a hotel. A single search request may specify a set of criterion (within a single criteria) to further narrow the list of properties returned. A single search request may also specify multiple criteria to allow an "either this, or this" scenario.

Property information returned needs to be more than just the name of the hotel chain and the hotel. It should include sufficient information to be able to select a specific property. Additional data that accompanies the response message assists the individual traveler, the travel agent or other booking source in selecting a target hotel. In addition to identifying the hotel by name and location, that data could include the type of hotel, its rating, a brief description of its services and facilities and any promotions as a means of marketing the property. The data returned can be used to perform an availability query on a specific property or multiple properties selected from the list. This functionality is supported today by Central Reservations Systems, which are able to do detailed queries once the requestor narrows his/her choice to the property level.

A wide area search can be implemented across system boundaries; outside of a single hotel chain or a GDS. However, one fundamental issue that affects the capability of doing a universal wide area search is that there must be a contractual agreement between the hotel and the booking source in order to list the property.

The business use case that supports this message identifies a customer or agent (person or system acting on behalf of the customer) that requests a list of properties based on some criteria. The first step in this use case is for the customer or requesting party to identify the criteria to be used.

The steps of the use case proceed as follows:

- The Customer or agent requests a list of properties based on the desired criteria.

- The system returns a list of properties that meet the criteria.

(The requirement to identify the search criteria needed is effectively a system-level precondition for the message to be formulated, since a search for all the hotels in the world would not be feasible nor a reasonable request).

Further steps could provide an additional refinement of the search by repeating the steps:

- The Customer or agent refines the desired criteria to narrow the list of properties.

- The system returns a list of properties that meet the refined criteria.

Possible business processing errors include:

- No properties are returned that meet the input criteria.

- The input criteria must be changed in order to return the desired information.

Example:

An OTA member is looking for a hotel for one night in order to attend the meeting that begins at 9:00 am the next day. While the primary request is for "hotels in Alexandria, VA," the member may wish to include some other interest factor, such as distance from OTA offices, distance from Reagan National Airport, proximity to the King Street Metro station, etc. In addition, he/she may prefer to select a hotel from among those chains that honor a frequent guest membership. When the list of hotels that meet those preferences is returned, the final choice of hotel may be influenced by the attraction of restaurants or art galleries in nearby Old Town Alexandria that are marketed in conjunction with the hotel listing.

7.22.1. Use Case: Hotel Search (TBD)

TBD

7.22.1.1.   Event: Request

TBD.

OTA_HotelSearchRQ.xml

TBD

7.22.1.2.   Event: Response

TBD.

OTA_HoteSearchRS.xml

TBD

7.23.   OTA_HotelStats/OTA_HotelStatsNotifRQ/RS

Statistics provide two separate request/response pairs of messages to support the
functionality of updating other systems with statistical data. The first message set
assumes a push model, with the reporting system (typically a Property
Management System – PMS) pushing the data to the Management Company or
Central Reservation Office. The second message set assumes a pull model,
where the centralized system requests a specific report (as agreed by trading
partners) for a specific fiscal date.

In the push model, the originating system will send a report using the
OTA_HotelStatsNotifRQ
message. The receiving system will acknowledge its receipt of that report using
the OTA_HotelStatsNotifRS message.

In the pull model, the central system will request a report using the
OTA_HotelStatsRQ message. In this message, the report and fiscal date are
identified. The receiving system (typically a PMS) responds with the
OTA_HotelStatsRS message, which includes the report itself. All messages
assume the no-state model, meaning that the querying system will initiate the
transaction and expect a response from the queried system. All message
responses include the request identification. Responses may be returned in any
order.

- **OTA_HotelStatsNotifRQ**—Sends a report to another system. All the
  elements and attributes are optional, unless otherwise stated as required.

- **OTA_HotelStatsNotifRS**—Returns acknowledgement that the report has
  been successfully received, or includes Warnings from business
  processing rules or errors if the request did not succeed.

- **OTA_HotelStatsRQ**—Sends a request for a report to another system. All
  the elements and attributes are optional, unless otherwise stated as
  required.

- **OTA_HotelStatsRS**—Returns the requested report if the request can be processed, or includes Warnings from business processing rules or Errors if the request did not succeed.

7.23.1. Use Case: Hotel Stats Notification (pull model) (TBD)

TBD

7.23.1.1.   Event: Request

TBD.

OTA_HotelStatsNotifRQ.xml

TBD

7.23.1.2.   Event: Response

TBD.

OTA_HotelStatsNotifRS.xml

TBD

7.23.2. Use Case: Hotel Stats (push model) (TBD)

TBD

7.23.2.1.   Event: Request

TBD

OTA_HotelStatsRQ.xml

TBD

7.23.2.2.   Event: Response

TBD

OTA_HotelStatsRS.xml

TBD

7.24. OTA_HotelStayInfoNotifRQ/RS

Stay Information Notification provides a request/response pair of messages to support the functionality of updating other systems with Guest Stay Information.

The message set assumes a push model, with the reporting system (typically a Property Management System – PMS) pushing the data to the Management Company or Central Reservation Office that is responsible for accumulating the information.

In the push model, the originating system will send a report using the OTA_HotelStayInfoNotifRQ message. The receiving system will acknowledge its receipt of that report using the OTA_HotelStayInfoNotifRS message. All message responses include the request identification. Responses may be returned in any order.

7.24.1. Use Case: Hotel Stay Information Notification (TBD)

TBD

7.24.1.1. Event: Request

TBD.

OTA_HotelStayInfoNotifRQ.xml

TBD

7.24.1.2. Event: Response

TBD.

OTA_HotelStayInfoNotifRS.xml

TBD

7.25. OTA_HotelSummaryNotifRQ/RS

The Hotel Summary Notification message notifies a booking source of the general availability status of the hotel; indicating whether it is Open, Closed, or OnRequest, which means that a hotel is available to take reservations but is limited by restrictions. This notification can be used to update the status of the hotel and may be coupled with other notifications, such as the Booking Rule, Availability, or Rate Amount notifications to convey the general availability, rates, and restrictions in effect at a given time.

The availability status of a hotel may be affected by Yield Management System calculations. On a historical basis, a certain period of time may support higher rates or greater occupancy and thus limit the general availability of the hotel. Rate hurdles establish an open/closed situation based upon the number of units available. If a hotel is open, the Hotel Summary Notification message communicates the minimum and maximum rate at which bookings can be made. As the rates and availability of a hotel property change, status messages are sent frequently (often daily) to reservation sources to notify them of the availability of the hotel for booking purposes.

During a particularly busy time, a hotel may be partially booked with only a few rate plans or room types remaining available. When a travel agent contacts that hotel to book a reservation for the guest, a message may be returned indicating that the hotel is "On Request". This means that the property has some availability and the requesting system needs to make another request using a Hotel Availability Request to determine the specific availability. A return of "On Request" indicates that a hotel is not closed, but is sufficiently full that a booking request may fail depending upon what is requested.

7.25.1. Use Case: Hotel Summary Notification (TBD)

TBD

7.25.1.1. Event: Request

TBD.

OTA_HotelSummaryNotifRQ.xml

TBD

7.25.1.2. Event: Response

TBD.

OTA_HotelSummaryNotifRS.xml

TBD

7.26. OTA_MeetingProfile

Meeting Profile provides the support for the functionality of creating and updating other systems with meeting profile or group business data. The document assumes a push model, with the originating system pushing the data to another system. The originating system would usually be a meeting source, such as a Sales and Catering system or an RFP site, with the receiving system being a PMS or another Sales and Catering system.

The business model assumes that the originating system either has the authority to take a reservation, or is passing along a message from such a system. The message is a notification of the creation, modification, or cancellation of a meeting, and does not require the receiving system to confirm the booking, only the receipt of the message. The responding system may add its own data (such as its own confirmation ID) and include that data in the response message.

7.26.1. Use Case: Hotel Meeting Profile (TBD)

TBD

7.26.1.1.   Event: Request

TBD.

OTA_MeetingProfileRQ.xml

TBD

7.26.1.2.   Event: Response

TBD.

OTA_MeetingProfileRS.xml

TBD

Section 8—Insurance

8.1. OTA_InsuranceBookRQ/RS

The insurance book request message resembles the insurance quote request in structure and contents. The insurance book request is contained within the <OTA_InsuranceBookRQ> root element and contains one or more <PlanForBookRQ> elements.

The insurance book response returns to the requestor the details about the insurance plan(s) booked as well as confirms the information that was sent with the insurance book request message.

8.1.1. Use Case: Insurance Book

Jane Smith wants to purchase flight accident insurance for her husband John who will making one trip that will not last more than 15 days. The cost of the trip is $480.00 and she wants to purchase $100,000 worth of coverage. She will be charging the cost of the insurance to John's credit card.

8.1.1.1. Event: Request

A request message is sent that includes the name of the covered person, the customer purchasing the insurance, address information on both, an emergency contact, and details concerning the required coverage and how it will be charged.

OTA_InsuranceBookRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceBookRQ 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_InsuranceBookRQ.xsd" EchoToken="18723222" TimeStamp="2003-03-31T16:13:08Z"
Target="Production" Version="1.001" SequenceNmbr="1569">
    <PlanForBookRQ PlanID="ACME" Type="7">
        <CoveredTravelers>
            <CoveredTraveler>
                <CoveredPerson Relation="Traveler 1" BirthDate="1948-06-13">
                    <GivenName>John</GivenName>
                    <Surname>Smith</Surname>
                </CoveredPerson>
                <Address>
                    <AddressLine>555 Delivery Lane</AddressLine>
                    <CityName>Alexandria</CityName>
                    <PostalCode>22314</PostalCode>
                    <StateProv StateCode="VA"/>
                    <CountryName Code="US"/>
                </Address>
                <EmergencyContact Relation="Wife" EmergencyFlag="true">
                    <PersonName>
                        <GivenName>Jane</GivenName>
                        <Surname>Smith</Surname>
                    </PersonName>
                    <Telephone AreaCityCode="703" PhoneNumber="555-5554"/>
```

```xml
        </EmergencyContact>
        <IndCoverageReqs>
            <IndTripCost Amount="480.00" CurrencyCode="USD"/>
            <FlightAccidentAmount Amount="100000.00" CurrencyCode="USD"/>
        </IndCoverageReqs>
    </CoveredTraveler>
</CoveredTravelers>
<InsCoverageDetail Type="SingleTrip">
    <TotalTripQuantity Quantity="1"/>
    <MaximumTripLength>P15D</MaximumTripLength>
    <TotalTripCost Amount="480.00" CurrencyCode="USD"/>
</InsCoverageDetail>
<InsuranceCustomer>
    <PersonName>
        <GivenName>Jane</GivenName>
        <Surname>Smith</Surname>
    </PersonName>
    <Address>
        <AddressLine>555 Delivery Lane</AddressLine>
        <CityName>Alexandria</CityName>
        <PostalCode>22314</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
    </Address>
    <PaymentForm>
        <PaymentCard CardType="1" CardCode="VI" CardNumber="411111111111111"
ExpireDate="0610">
            <CardHolderName>John P. Smith</CardHolderName>
            <Address>
                <StreetNmbr PO_Box="1000">333</StreetNmbr>
                <BldgRoom>1</BldgRoom>
                <AddressLine>John Carlye Street</AddressLine>
                <CityName>Alexandria</CityName>
                <PostalCode>38921</PostalCode>
                <StateProv StateCode="VA"/>
                <CountryName Code="US"/>
            </Address>
        </PaymentCard>
    </PaymentForm>
</InsuranceCustomer>
<PlanCost Amount="55.25" CurrencyCode="USD">
</PlanCost>
    </PlanForBookRQ>
</OTA_InsuranceBookRQ>
```

8.1.1.2. Event: Response

The response received includes policy information such as the policy number,
effective dates, a breakdown of the costs, and contact information of the insuring
company.

OTA_InsuranceBookRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceBookRS 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_InsuranceBookRS.xsd" EchoToken="18723222" TimeStamp="2003-03-31T16:13:08Z"
Target="Production" Version="1.001" SequenceNmbr="1569">
    <Success/>
    <PlanForBookRS PlanID="ACME" Type="7">
        <PolicyDetail OrderDate="2003-03-31" EffectiveDate="2003-04-03" ExpireDate="2003-04-30">
            <PolicyNumber Type="14" ID="ACME20031001P">
```

```xml
            </PolicyNumber>
            <RefNumber Type="16" ID="1011" ID_Context="M.I.S.C Invoice Number">
            </RefNumber>
        </PolicyDetail>
        <PlanCost Amount="55.25" CurrencyCode="USD">
            <BasePremium Amount="50.00" CurrencyCode="USD"/>
            <Charges>
                <Charge TaxInclusive="false" Type="Exclusive">
                    <Taxes>
                        <Tax Code="21" Amount="1.25" CurrencyCode="USD">
                            <TaxDescription Name="2.5% Insurance Tax">
                                <Text Formatted="false" Language="En"/>
                            </TaxDescription>
                        </Tax>
                    </Taxes>
                </Charge>
                <Charge TaxInclusive="false" Type="Inclusive" Amount="4.00" CurrencyCode="USD">
                    <Description Name="US processing fee">
                        <Text Formatted="false" Language="En"/>
                    </Description>
                </Charge>
            </Charges>
        </PlanCost>
        <Contact ContactType="CallCenter">
            <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
PhoneNumber="555-5556"/>
        </Contact>
        <Contact ContactType="Claims Department">
            <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
PhoneNumber="555-5555" Extension="123" DefaultInd="false"/>
            <Address DefaultInd="false">
                <AddressLine>Acme Claims Department</AddressLine>
                <CityName>Alexandria</CityName>
                <PostalCode>22314</PostalCode>
                <StateProv StateCode="VA"/>
                <CountryName Code="US"/>
            </Address>
        </Contact>
    </PlanForBookRS>
</OTA_InsuranceBookRS>
```

8.2.   OTA_InsurancePlanSearchRQ/RS

The OTA Insurance Plan Search messages provide a method for insurance agents and 3rd party vendors to obtain a list of available insurance products, as well as perform searches to find insurance products that meet certain requirements (length of coverage, number of travelers, residence/citizenship restrictions, etc) from an insurance company or intermediary.

To perform a basic product search to discover what plans are available, an insurance agent or vendor would only need to pass some form of acceptable identification to the insurance provider (insurance agency number, affiliate program id, etc). The basic product search response would return a list of insurance products available to the selling agent, along with full descriptions of the products and insurance providers (if requested).

The Insurance Plan Search Message also provides more advanced search functionality. In addition to identification, the searching agent may also indicate length of trip to be insured, specifics about the traveling individuals, benefit

needs, destinations, etc. This more specific product search response would return a group of insurance products that most closely meets the requirements of the search parameters, along with full descriptions of the products and insurance providers (if requested).

8.2.1. Use Case: Agent Search for Available Plans Request

An agent (Agent123) of InsComp Insurance Company wants a list of available plans. A request is sent to InsComp to retrieve plans offered. InsComp offers a variety of plans. Not all plans that InsComp offers can be sold by Agent123.

In response, InsComp sends back information on the plans that may be sold by Agent123. There are 6 plansComprehensive - Silver, Comprehensive - Gold, Comprehensive - Platinum, Emergency Medical Evacuation, Travel Medical - Silver, Travel Medical - Gold. The plan listings expire after 30 days.

8.2.1.1. Event: Request

Agent123 sends a request containing his/her agency Id number to the InsComp system responsible for advising on available plans.

OTA_InsurancePlanSearchRQ-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" DetailResponse="0" 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_InsurancePlanSearchRQ.xsd">
    <POS>
        <Source>
            <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
                <CompanyName>InsComp Insurance Company</CompanyName>
            </RequestorID>
        </Source>
    </POS>
</OTA_InsurancePlanSearchRQ>
```

8.2.1.2. Event: Response

The Insurance provider InsComp has identified 6 plans that may be sold by Agent123.

OTA_InsurancePlanSearchRS-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" 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_InsurancePlanSearchRS.xsd">
    <Success/>
    <AvailablePlans>
        <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Silver" TypeID="s" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
```

```
        <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Gold" TypeID="g" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
        <AvailablePlan Featured="true" PlanID="CompInsPlan" Name="Comprehensive Protection Plan"
Type="Platinum" TypeID="p" EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
        <AvailablePlan Featured="true" PlanID="InsProtPlan I" Name="Insurance Protection Plan I"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
        <AvailablePlan Featured="false" PlanID="InsProtPlan II" Name="Insurance Protection Plan II"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
        <AvailablePlan Featured="false" PlanID="MedEvac" Name="Emergency Medical Evacuation Plan"
EffectiveDate="2003-09-11" ExpireDate="2003-10-10"/>
    </AvailablePlans>
</OTA_InsurancePlanSearchRS>
```

8.2.2.   Use Case: Agent Search For Available Plans Advanced Request

An insurance agent (Agent123) is querying an insurance company (InsComp) to learn what travel protection products are available for his clients (John and Jane Doe) who are about to leave on a 15 day vacation. The following information is known: The agency Id assigned by the insurance company to Agent123, the ages of the travelers, and the length of their trip.

8.2.2.1. Event: Request

Agent123 sends a request to the insurance company containing his/her agency Id number and some specific information about the Doe's upcoming trip. Agent123 has requested that detailed information about the available plans be returned along with the names and identifiers of the insurance products

OTA_InsurancePlanSearchRQ-b.xml

```
<OTA_InsurancePlanSearchRQ TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" DetailResponse="1" 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_InsurancePlanSearchRQ.xsd">
    <POS>
        <Source>
            <RequestorID URL="http://www.inscomp.com" Type="20" ID="Agent123">
                <CompanyName>InsComp Insurance Company</CompanyName>
            </RequestorID>
        </Source>
    </POS>
    <CoveragePreferences>
        <CoveragePreference CoverageType="7" Covered="1"/>
    </CoveragePreferences>
    <SearchTripInfo>
        <CoveredTrips>
            <CoveredTrip Duration="P0Y0M15D">
                <Destinations>
                    <Destination>
                        <CountryName Code="FR">France</CountryName>
                    </Destination>
                </Destinations>
            </CoveredTrip>
        </CoveredTrips>
    </SearchTripInfo>
    <SearchTravInfo MaxTravelers="2">
        <SearchTravelers>
            <SearchTraveler BirthDate="1967-08-13" Relation="Primary Traveler">
                <Address>
```

```
                    <StateProv StateCode="VA">Virginia</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                </Address>
                <CitizenCountryName Code="US"/>
                <IndCoverageReqs>
                    <IndTripCost Amount="500.00" CurrencyCode="USD"/>
                </IndCoverageReqs>
            </SearchTraveler>
            <SearchTraveler BirthDate="1969-01-10" Relation="Spouse">
                <Address>
                    <StateProv StateCode="VA">Virginia</StateProv>
                    <CountryName Code="US">United States of America</CountryName>
                </Address>
                <CitizenCountryName Code="US"/>
                <IndCoverageReqs>
                    <IndTripCost Amount="500.00" CurrencyCode="USD"/>
                </IndCoverageReqs>
            </SearchTraveler>
        </SearchTravelers>
    </SearchTravInfo>
</OTA_InsurancePlanSearchRQ>
```

8.2.2.2. Event: Response

The Insurance provider InsComp has identified 2 plans that meet Agent123's criteria (one of which is currently marked as "featured" by InsComp's system) and has included detailed descriptions of the plans as requested by Agent123's search request message

OTA_InsurancePlanSearchRS-b.xml

```
<OTA_InsurancePlanSearchRS TimeStamp="2003-09-11T09:30:47-05:00" Target="Production"
Version="1.001" PrimaryLangID="en-us" AltLangID="en-us" 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_InsurancePlanSearchRS.xsd">
    <Success/>
    <AvailablePlans>
        <AvailablePlan PlanID="insprotplan1" Featured="true" Name="Insurance Protection Plan I">
            <PlanDetail>
                <PlanDescription>
                    <SubSection>
                        <Paragraph>
                            <Text>Insurance Protection Plan I is the finest in trip protection insurance
...</Text>
                        </Paragraph>
                    </SubSection>
                </PlanDescription>
                <QuoteDetailURL>http://...</QuoteDetailURL>
                <BookingDetailURL>http://...</BookingDetailURL>
            </PlanDetail>
            <ProviderDetail>
                <ProviderCompany>InsComp Insurance Company</ProviderCompany>
                <ProviderDescription>
                    <SubSection>
                        <Paragraph>
                            <Text>InsComp has recieved the highest ratings form the nations top...</Text>
                        </Paragraph>
                    </SubSection>
                </ProviderDescription>
            </ProviderDetail>
        </AvailablePlan>
```

```
            <AvailablePlan PlanID="insprotplan2" Featured="false" Name="Insurance Protection Plan II">
                <PlanDetail>
                    <PlanDescription>
                        <SubSection>
                            <Paragraph>
                                <Text>Insurance Protection Plan II provides superior protection for your travel
investment ...</Text>
                            </Paragraph>
                        </SubSection>
                    </PlanDescription>
                    <QuoteDetailURL>http://...</QuoteDetailURL>
                    <BookingDetailURL>http://...</BookingDetailURL>
                </PlanDetail>
                <ProviderDetail>
                    <ProviderCompany>InsComp Insurance Company</ProviderCompany>
                    <ProviderDescription>
                        <SubSection>
                            <Paragraph>
                                <Text>InsComp has recieved the highest ratings form the nations top...</Text>
                            </Paragraph>
                        </SubSection>
                    </ProviderDescription>
                </ProviderDetail>
            </AvailablePlan>
        </AvailablePlans>
</OTA_InsurancePlanSearchRS>
```

8.3.   OTA_InsuranceQuoteRQ/RS

Unlike other travel services offered by traditional suppliers of travel products
(hotels, airlines, etc.), insurance availability is not affected by a limited, or finite
inventory. Instead, availability is determined by qualification factors (age of
travelers, cost of trip, destination, etc.). An insurance availability search is
equivalent to a request to an insurance vendor to provide a price for insurance
services. The quote response returns pricing information for specific insurance
plans carried by the vendor that meet the customer's requirements.

The insurance quote response returns to the requestor a price quotation, as well as
details about the insurance company providing the quote, contact people/numbers
if the requestor needs more information, any restrictions on the policy, and
booking details.

8.3.1.   Use Case: Insurance Quote

John Smith is taking a trip and wants to check on plans/prices for a trip that costs
$480.00. He wants flight protection coverage and flight accident coverage for
$100,000.

8.3.1.1. Event: Request

John sends a request with information concerning the cost of the trip, his date of
birth and the type of coverage he wants.

OTA_InsuranceQuoteRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<OTA_InsuranceQuoteRQ 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_InsuranceQuoteRQ.xsd" EchoToken="18723222" TimeStamp="2003-10-31T16:13:08"
Target="Production" Version="1.001" SequenceNmbr="1569" PrimaryLangID="en">
    <PlanForQuoteRQ PlanID="ACME" Type="Protection">
        <CoveredTravelers>
            <CoveredTraveler>
                <CoveredPerson Relation="Traveler 1" BirthDate="1948-06-13">
                    <GivenName>John</GivenName>
                    <Surname>Smith</Surname>
                </CoveredPerson>
                <Email>JSmith@someserver.com</Email>
                <IndCoverageReqs>
                    <IndTripCost Amount="480.00" CurrencyCode="USD"/>
                    <FlightAccidentAmount Amount="100000.00" CurrencyCode="USD"/>
                </IndCoverageReqs>
            </CoveredTraveler>
        </CoveredTravelers>
        <InsCoverageDetail Type="SingleTrip">
        </InsCoverageDetail>
        <InsuranceCustomer>
            <PersonName>
                <GivenName>John</GivenName>
                <Surname>Smith</Surname>
            </PersonName>
        </InsuranceCustomer>
    </PlanForQuoteRQ>
</OTA_InsuranceQuoteRQ>
```

8.3.1.2. Event: Response

A response is returned with the name of the insurance plan, plan restrictions, and a breakdown of the cost of the insurance.OTA_InsuranceQuoteRS.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_InsuranceQuoteRS 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_InsuranceQuoteRS.xsd" EchoToken="18723222" TimeStamp="2003-10-31T16:13:11"
Target="Production" Version="1.001" SequenceNmbr="1569" PrimaryLangID="en">
    <Success/>
    <PlanForQuoteRS PlanID="ACME" Name="ACME Insurance Protection Plan" Type="Protection">
        <QuoteDetail>
            <ProviderCompany CompanyShortName="M.I.S.C. Insurance Agency"/>
            <PlanRestrictions>
                <PlanRestriction Code="111" Name="This plan is only available to US citizens"/>
            </PlanRestrictions>
        </QuoteDetail>
        <InsCoverageDetail Type="SingleTrip">
            <CoverageRequirements>
                <CoverageRequirement CoverageType="12">
                    <PolicyLimit Amount="100000.00" CurrencyCode="USD"/>
                </CoverageRequirement>
            </CoverageRequirements>
            <TotalTripCost Amount="480.00" CurrencyCode="USD"/>
        </InsCoverageDetail>
        <PlanCost Amount="55.25" CurrencyCode="USD">
            <BasePremium Amount="50.00" CurrencyCode="USD"/>
            <Charges>
                <Charge TaxInclusive="false" Type="Exclusive">
                    <Taxes>
                        <Tax Type="Exclusive" Code="21" Amount="1.25" CurrencyCode="USD">
```

```xml
                    <TaxDescription Name="There is a 2.5% insurance tax on this policy">
                        <Text Formatted="false" Language="en"/>
                    </TaxDescription>
                </Tax>
            </Taxes>
        </Charge>
        <Charge TaxInclusive="false" Type="Inclusive" Amount="4.00" CurrencyCode="USD">
            <Description Name=" US Processing fee">
                <Text Formatted="false" Language="en"/>
            </Description>
        </Charge>
    </Charges>
</PlanCost>
<Contact ContactType="CallCenter">
    <Telephone PhoneTechType="1" CountryAccessCode="1" AreaCityCode="800"
PhoneNumber="555-5556"/>
    <CompanyName CompanyShortName="M.I.S.C. Insurance Agency"/>
</Contact>
    </PlanForQuoteRS>
</OTA_InsuranceQuoteRS>
```

Section 9—PackageTours/HolidayBookings

A package holiday usually consists of a single "pre-defined" offering with or without a choice of basic elements such as transport and accommodation. The business model for this concept is that allocated blocks of transport and accommodation inventory for a 'season' or 'brochure period', typically 'Summer' (May to October) and 'Winter' (November to April) are reserved by a tour operator from the supplier. These are combined into package holiday inventory items, and set up and sold from the tour operator's system. Notification to the original supplier of the take-up of individual inventory items takes place a short period before departure of the customers. The use cases covered in this document relate to the selling by the tour operator of the packages from their internal inventory stock.

A booking can contain any number of itinerary elements, such as transport, accommodation, car rental, extra products or services, special services, extras, etc. Itinerary or journey elements are distinct by type of service and product, place of delivery, date and time the service is offered and can be individually assigned to one or more of the customers involved in the booking.

The parties involved in the current business interactions comprise Travel Agents (on behalf of customers) making enquiries and bookings with the Tour Operators who publish brochures describing the package tours on offer. The normal interaction medium is currently videotex which, due to the limited screen display size (80 characters x 25 lines), requires a considerable number of message pairs to achieve a booking. However, it is well established and extensively used, with some operators taking the majority of their bookings this way. The intention behind creating the same functionality using XML is to increase the efficiency of the booking process, extend the reach of the tour operators' systems and expand the information available to the customer.

This document covers two scenarios—Package Availability and Package Booking. The Availability phase checks a selected package against the supplier's system and provides full details and costs and the Booking phase completes the cycle by committing the customer to paying for the holiday and the supplier to providing it. Each scenario can be invoked independently of the others, subject to the necessary minimum information being supplied in the request message.

9.1. OTA_PkgAvailRQ/RS

The Package Availability Request message is designed to establish whether a specific package is available for a specific date and duration for a given number of customers (who may be subdivided by category e.g., Adult, Child etc.).

If the request is satisfied, the enquirer will be provided with a priced breakdown of the package elements.

If the request is not satisfied because one or more elements of the package are not available, the enquirer may be provided with a selection of alternatives for that element.

The business use case (see below) that supports this message identifies a customer or agent (person or system acting on behalf of the customer) who requests the availability status of a specific occurrence of a package. The first step in this use case is for the enquirer to supply the details of the package, the stay and the party composition.

The steps of the use case proceed as follows:

- The Customer or agent requests the availability of a specific package for a date and duration for a number of passengers.
- The system returns a priced package summary detailing all possible combinations of facilities (where appropriate).

The data returned at Step 2 is used as the basis for the Package Booking Request.

Additional data that accompanies the response message may include information, which may affect the enquirer's decision on whether to book the package, e.g., building works, unavailable facilities etc.

Where the supplier system is unable to provide costs for all combinations, it may return a basic priced summary with details of the availability of facilities from which the customer must make a choice and submit a revised request in order to get a full costing.

Possible business processing errors include:

- One or more components of the package cannot satisfy the number of passengers for the date and duration requested. The system may return a list of possible alternative components and if the enquirer chooses one from the list as a substitute the use case will restart from Step 1.

9.1.1. Use Case: Availability for a Specific Package Holiday

A customer has been looking at a holiday brochure for tour operator COS. They ask Travel Agent A1234 if the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003. The travel agent establishes that the customer can go up to 2 days before and 3 days after this date and sends an availability request to the COS system.

The COS system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms, with meal-plan-type prices for single, twin, triple bedded rooms for variable valid occupancies which could be generated by 2 adults, 2 children and 1 infant (e.g., one twin with two extra beds and a cot/crib or a single for 1 adult with a triple for 1 adult and two children and an infant etc). The message includes a warning that further selection is required to indicate which room type is required.

The customer selects a Twin room on a Half-board (breakfast and dinner) basis and the travel agent sends a booking request message to obtain a quotation.

9.1.1.1. Event: Request

Customer requests the availability of a specific holiday package.

OTA_PkgAvailRQ-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000" 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_PkgAvailRQ.xsd">
    <POS>
        <Source AgentSine="A1234">
            <RequestorID URL="www.agent.com" Type="4" ID="a1234"/>
            <BookingChannel Type="6"/>
        </Source>
    </POS>
    <SearchDateRange Start="2003-10-07" Duration="P14D">
        <DateWindowRange WindowBefore="P2D" WindowAfter="P3D">2003-10-
07T00:00:00</DateWindowRange>
    </SearchDateRange>
    <PackageRequest TourCode="ADABA" TravelCode="GAD20" PromotionCode="ABC123">
        <CompanyName Code="COS"/>
    </PackageRequest>
    <CustomerCounts>
        <CustomerCount Code="Adult" Quantity="2"/>
        <CustomerCount Code="Child" Quantity="2"/>
        <CustomerCount Code="Infant" Quantity="1"/>
    </CustomerCounts>
</OTA_PkgAvailRQ>
```

9.1.1.2. Event: Response

The COS system responds with routing information and seat availability for the requested flight, and information describing the hotel and its available meal plans and rooms, with meal-plan-type prices for single, twin, triple bedded rooms for variable valid occupancies which could be generated by 2 adults and 2 children (e.g., one twin with two extra beds or a single for 1 adult with a triple for 1 adult and two children etc).   The message includes a warning that further selection is required to indicate which room type is required.

OTA_PkgAvailRS-a.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS 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_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000">
    <Success/>
    <Warnings>
        <Warning Type="3">Please select room(s) and meal plan(s) from the accompanying lists</Warning>
    </Warnings>
    <Package>
        <DateRange Start="2003-10-07" Duration="P14D"/>
        <ItineraryItems>
            <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
                <Travel>
                    <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                        <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                        <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                        <AvailableSeats>
                            <SeatAvailability Quantity="4"/>
                        </AvailableSeats>
                    </AirSegment>
                </Travel>
            </ItineraryItem>
            <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
                <Accommodation RPH="2" ResortName="Alcudia">
                    <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
                    <DateRange Start="2003-10-07" Duration="P14D"/>
                    <RoomProfiles>
                        <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra beds
and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                            <GuestCounts>
                                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                                <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                                <GuestCount AgeQualifyingCode="INF" Count="1"/>
                            </GuestCounts>
                        </RoomProfile>
                    </RoomProfiles>
                    <MealPlans>
                        <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
                    </MealPlans>
                </Accommodation>
            </ItineraryItem>
            <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
                <Travel>
                    <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
                        <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
```

```xml
                    <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
                    <AvailableSeats>
                        <SeatAvailability Quantity="4"/>
                    </AvailableSeats>
                </AirSegment>
            </Travel>
        </ItineraryItem>
    </ItineraryItems>
    <Cautions>
        <Caution Type="Flight" Start="2003-10-07" ItinerarySequence="1">Please note that all flights are
non-smoking.</Caution>
        <Caution Type="Resort" Start="2003-10-07" Duration="P14D" ItinerarySequence="2">Please
note that the October festival in Alcudia is very noisy.</Caution>
        <Caution Type="Accom" Start="2003-10-14" End="2003-04-30">The outdoor swimming pool will
be closed for the winter from 14 October</Caution>
        <Caution Type="Flight" Start="2003-10-21" ItinerarySequence="2">Please note that all flights are
non-smoking.</Caution>
    </Cautions>
</Package>
<FacilityChoices>
    <AvailableRooms>
        <Room RPH="1" RoomTypeCode="SINGLE" Description="Single Room" Quantity="2"
MinOccupancy="1" MaxOccupancy="1">
            <SupplementCharges>
                <Charge Amount="21.00"/>
            </SupplementCharges>
        </Room>
        <Room RPH="2" RoomTypeCode="TWIN" Description=" Twin Room" Quantity="5"
MinOccupancy="2" MaxOccupancy="4" MaxAdults="3" CotQuantity="2" FreeChildFlag="true"/>
    </AvailableRooms>
    <AvailableMealPlans>
        <MealPlan Code="HB" Plan="Half Board"/>
        <MealPlan Code="FB" Plan="Full Board">
            <SupplementCharges CurrencyCode="GBP">
                <Charge Code="ADT" Amount="140.00"/>
                <Charge Code="CHD" Amount="105.00"/>
            </SupplementCharges>
            <SupplementCharges CurrencyCode="GBP">
                <Charge Code="ADT" Amount="224.00"/>
                <Charge Code="CHD" Amount="168.00"/>
            </SupplementCharges>
        </MealPlan>
    </AvailableMealPlans>
    <RoomPrices MealPlan="HB">
        <RoomPrice RoomRPH="1" Code="SINGLE">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="1"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price">
                <UnitPrice Amount="371.00"/>
                <ExtendedPrice Amount="371.00"/>
            </ItemPrice>
            <ProfilePrice Amount="371.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price">
                <UnitPrice Amount="350.00"/>
                <ExtendedPrice Amount="700.00"/>
            </ItemPrice>
            <ProfilePrice Amount="700.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
```

```xml
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                <GuestCount AgeQualifyingCode="CHD" Count="1"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price" Quantity="2">
                <UnitPrice Amount="350.00"/>
                <ExtendedPrice Amount="700.00"/>
            </ItemPrice>
            <ItemPrice Description="First Child">
                <UnitPrice Amount="250.00"/>
                <ExtendedPrice Amount="250.00"/>
            </ItemPrice>
            <ProfilePrice Amount="950.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                <GuestCount AgeQualifyingCode="CHD" Count="2"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price" Quantity="2">
                <UnitPrice Amount="350.00"/>
                <ExtendedPrice Amount="700.00"/>
            </ItemPrice>
            <ItemPrice Description="First Child">
                <UnitPrice Amount="200.00"/>
                <ExtendedPrice Amount="200.00"/>
            </ItemPrice>
            <ItemPrice Description="Second Child">
                <UnitPrice Amount="250.00"/>
                <ExtendedPrice Amount="250.00"/>
            </ItemPrice>
            <ProfilePrice Amount="1150.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="3"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price" Quantity="3">
                <UnitPrice Amount="308.00"/>
                <ExtendedPrice Amount="924.00"/>
            </ItemPrice>
            <ProfilePrice Amount="924.00"/>
        </RoomPrice>
    </RoomPrices>
    <RoomPrices MealPlan="FB">
        <RoomPrice RoomRPH="1" Code="SINGLE">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="1"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price">
                <UnitPrice Amount="611.00"/>
                <ExtendedPrice Amount="611.00"/>
            </ItemPrice>
            <ProfilePrice Amount="611.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
            </GuestCounts>
            <ItemPrice Description="Adult Price" Quantity="2">
                <UnitPrice Amount="490.00"/>
                <ExtendedPrice Amount="980.00"/>
            </ItemPrice>
            <ProfilePrice Amount="980.00"/>
        </RoomPrice>
        <RoomPrice RoomRPH="2" Code="TWIN">
            <GuestCounts>
```

```xml
                        <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                        <GuestCount AgeQualifyingCode="CHD" Count="1"/>
                    </GuestCounts>
                    <ItemPrice Description="Adult Price" Quantity="2">
                        <UnitPrice Amount="490.00"/>
                        <ExtendedPrice Amount="980.00"/>
                    </ItemPrice>
                    <ItemPrice Description="First Child" Quantity="1">
                        <UnitPrice Amount="390.00"/>
                        <ExtendedPrice Amount="390.00"/>
                    </ItemPrice>
                    <ProfilePrice Amount="1370.00"/>
                </RoomPrice>
                <RoomPrice RoomRPH="2" Code="TWIN">
                    <GuestCounts>
                        <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                        <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                    </GuestCounts>
                    <ItemPrice Description="Adult Price" Quantity="2">
                        <UnitPrice Amount="490.00"/>
                        <ExtendedPrice Amount="980.00"/>
                    </ItemPrice>
                    <ItemPrice Description="First Child">
                        <UnitPrice Amount="340.00"/>
                        <ExtendedPrice Amount="340.00"/>
                    </ItemPrice>
                    <ItemPrice Description="Second Child">
                        <UnitPrice Amount="390.00"/>
                        <ExtendedPrice Amount="390.00"/>
                    </ItemPrice>
                    <ProfilePrice Amount="1710.00"/>
                </RoomPrice>
                <RoomPrice RoomRPH="2" Code="TWIN">
                    <GuestCounts>
                        <GuestCount AgeQualifyingCode="ADT" Count="3"/>
                    </GuestCounts>
                    <ItemPrice Description="Adult Price" Quantity="3">
                        <UnitPrice Amount="448.00"/>
                        <ExtendedPrice Amount="1344.00"/>
                    </ItemPrice>
                    <ProfilePrice Amount="1344.00"/>
                </RoomPrice>
            </RoomPrices>
        </FacilityChoices>
</OTA_PkgAvailRS>
```

9.1.2. Use Case: Availability Request For A Flight-Only Package

A customer wants to check the availability of a flight-only package arrangement for 2 adults from London Gatwick to Palma Mallorca on 7th Oct 2003 for 10 days on a tour operator website.

He fills in the request form on his browser and sends the request message to the tour operator. Because the seats are sold out on the return journey, the tour operator returns a response message with a warning, together with a selection of alternative flights which are available, one from Gatwick for 11 days, one from Luton and a third from Gatwick which returns to Stansted. Because this is a direct selling link, information on acceptable forms of payment are also returned.

9.1.2.1. Event: Request

The customer sends a request to the tour operator of the flight-only availability.

OTA_PkgAvailRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRQ TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000" 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_PkgAvailRQ.xsd">
    <POS>
        <Source AgentSine="Z9999">
            <RequestorID Type="9" ID="Internal"/>
            <BookingChannel Type="6"/>
        </Source>
    </POS>
    <PackageRequest Type="FO">
        <DateRange Start="2003-10-07" Duration="P14D"/>
        <ItineraryItems>
            <ItineraryItem>
                <Travel>
                    <AirSegment TravelCode="GAD20" DepartureDateTime="2003-10-07T00:00:00">
                        <DepartureAirport LocationCode="LGW"/>
                        <ArrivalAirport LocationCode="PMI"/>
                    </AirSegment>
                </Travel>
            </ItineraryItem>
        </ItineraryItems>
    </PackageRequest>
    <CustomerCounts>
        <CustomerCount Code="Adult" Quantity="2"/>
    </CustomerCounts>
</OTA_PkgAvailRQ>
```

9.1.2.2. Event: Response

The tour operator responds back to the customer with the information requested, along with a warning and payment information.

OTA_PkgAvailRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgAvailRS 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_PkgAvailRS.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000">
    <Success/>
    <Warnings>
        <Warning Type="4">Requested flight departure is not available. Please select from the following
alternatives.</Warning>
    </Warnings>
    <Package>
        <DateRange Start="2003-10-07" Duration="P14D"/>
    </Package>
    <TravelChoices>
        <TravelItem>
            <TravelDetail>
                <OutwardTravel>
```

```xml
                        <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </OutwardTravel>
                    <ReturnTravel>
                        <AirSegment DepartureDay="Wed" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD30">
                            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
                            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </ReturnTravel>
                </TravelDetail>
                <Supplements>
                    <SupplementCharge CurrencyCode="GBP">
                        <Charge Amount="179.00" Code="AD"/>
                    </SupplementCharge>
                </Supplements>
                <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
            </TravelItem>
            <TravelItem>
                <TravelJourney OriginAirportID="LTN" DestinationAirportID="PMI" OutwardDateTime="2003-10-
07T12:45:00" ReturnDateTime="2003-10-21T17:20:00" TravelCode="LAD22" />
                <Supplements>
                    <SupplementCharge CurrencyCode="GBP">
                        <Charge Amount="169.00" Code="AD"/>
                    </SupplementCharge>
                </Supplements>
                <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
            </TravelItem>
            <TravelItem>
                <TravelDetail>
                    <OutwardTravel>
                        <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-07T05:00:00"
ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </OutwardTravel>
                    <ReturnTravel>
                        <AirSegment DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00"
ArrivalDateTime="2003-10-21T09:30:00" TravelCode="SAD21">
                            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
                            <ArrivalAirport LocationCode="STN">London Gatwick</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="6"/>
                            </AvailableSeats>
                        </AirSegment>
                    </ReturnTravel>
                </TravelDetail>
                <Supplements>
                    <SupplementCharge CurrencyCode="GBP">
                        <Charge Amount="129.00" Code="AD"/>
                    </SupplementCharge>
```

```
            </Supplements>
            <CautionInfo Type="Flight" Start="2003-10-07">Please note that all flights are non-
smoking.</CautionInfo>
            </TravelItem>
    </TravelChoices>
    <AcceptedPaymtForms>
        <AcceptedPaymtForm RuleType="DEP" PaymentType="CSH">.</AcceptedPaymtForm>
        <AcceptedPaymtForm RuleType="BAL" PaymentType="CSH">.</AcceptedPaymtForm>
        <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="VI">1% fee
applies</AcceptedPaymtForm>
        <AcceptedPaymtForm RuleType="DEP" PaymentType="CCD" IssuerCode="AX">2% fee
applies</AcceptedPaymtForm>
    </AcceptedPaymtForms>
</OTA_PkgAvailRS>
```

9.2.   OTA_PkgBookRQ/RS

The Package Booking messages are designed to make a confirmed booking of a package holiday whose availability may or may not have been checked. An <ActionType> qualifier is available to modify the default 'Book' request to simply return a Quotation or make a provisional reservation pending authorization of payment details.

If the 'Book' action request by a direct customer is satisfied, the enquirer may be requested to provide contact and payment details. On authorization of the payment details, the enquirer will be provided with a booking reference (and, optionally, invoice details for printing).

9.2.1.   Use Case: Requesting A Quotation For A Package Holiday

Having established that the package ADABA consisting of the Hotel Miramar in Alcudia Majorca traveling on a specific return flight pair between London Gatwick and Palma (code GAD20) is available for 2 adults, 2 children and 1 infant for 14 nights from October 7, 2003 with tour operator COS, the customer asks Happy Holidays (Travel Agent Code A1234) to obtain a quotation for the holiday.   The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

The COS system responds with a fully costed package itinerary and a temporary booking reference to be used when the customer accepts the booking offer.

The customer is happy with the details provided and the travel agent takes a deposit on the holiday on the customer's credit card using his own payment system.   He then sends a book request with an Action Type of 'Commit' to the COS system quoting the temporary booking reference and receives a confirmation response which is also directed to his back-office system which prints the required official Civil Aviation Authority receipt.

(This message can be used without a preceding availability interchange when all the required input data is known.   In this scenario, when the package is available, the standard booking response is returned; if the package is not available, the Package Availability response is returned with a selection of alternative facilities.).

9.2.1.1. Event: Request

The travel agent sends a book request with an Action Type of 'Quote' to the COS system.

OTA_PkgBookRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRQ 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_PkgBookRQ.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000" ActionType="Quote">
    <POS>
        <Source AgentSine="A1234">
            <RequestorID URL="www.happyholidays.com" Type="4" ID="a1234"/>
            <BookingChannel Type="6"/>
        </Source>
    </POS>
    <PackageRequest ID="COSS02ADA2367">
        <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
        <ItineraryItems>
            <ItineraryItem>
                <Travel>
                    <AirSegment DepartureDateTime="2003-10-07T05:00:00" TravelCode="GAD20">
                        <DepartureAirport LocationCode="LGW"/>
                        <ArrivalAirport LocationCode="PMI"/>
                        <AvailableSeats>
                            <SeatAvailability Quantity="4"/>
                        </AvailableSeats>
                    </AirSegment>
                </Travel>
            </ItineraryItem>
            <ItineraryItem>
                <Accommodation>
                    <Identity PropertyClassType="HTL" HotelCode="ADABA"/>
                    <DateRange Start="2003-10-07T00:00:00" Duration="P14D"/>
                    <RoomProfiles>
                        <RoomProfile RoomTypeCode="TWIN" Quantity="1" CotQuantity="1">
                            <GuestCounts>
                                <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                                <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                                <GuestCount AgeQualifyingCode="INF" Count="1"/>
                            </GuestCounts>
                        </RoomProfile>
                    </RoomProfiles>
                    <MealPlans>
                        <MealPlan Code="HB" Quantity="4"/>
                    </MealPlans>
                </Accommodation>
            </ItineraryItem>
            <ItineraryItem>
                <Travel>
                    <AirSegment DepartureDateTime="2003-10-21T00:00:00" TravelCode="GAD20">
                        <DepartureAirport LocationCode="PMI"/>
                        <ArrivalAirport LocationCode="LGW"/>
                        <AvailableSeats>
                            <SeatAvailability Quantity="4"/>
                        </AvailableSeats>
                    </AirSegment>
                </Travel>
            </ItineraryItem>
        </ItineraryItems>
    </PackageRequest>
```

```xml
<ContactDetail>
    <PersonName>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>S</GivenName>
        <Surname>Smithers</Surname>
    </PersonName>
</ContactDetail>
<PassengerListItems>
    <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
        <Name>
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Simon</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
        <Name>
            <NamePrefix>Mrs</NamePrefix>
            <GivenName>A</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
        <Name>
            <NamePrefix>Miss</NamePrefix>
            <GivenName>B</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
        <Name>
            <NamePrefix>Mstr</NamePrefix>
            <GivenName>C</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
        <Name>
            <NamePrefix>Inf</NamePrefix>
            <GivenName>D</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
</PassengerListItems>
<OwnInsuranceChoices>
    <OwnInsuranceChoice InsuranceCompany="Home and Overseas">
        <CustomerCounts>
            <CustomerCount Quantity="4"/>
        </CustomerCounts>
    </OwnInsuranceChoice>
</OwnInsuranceChoices>
</OTA_PkgBookRQ>
```

9.2.1.2. Event: Response

The COS system responds with a fully costed package itinerary and a temporary booking reference to be used when the customer accepts the booking offer.

OTA_PkgBookRS.xml – Quotation response

```xml
<?xml version="1.0" encoding="UTF-8"?>
```

```xml
<OTA_PkgBookRS 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_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
Version="2.000" SequenceNmbr="3">
    <Success/>
    <PackageReservation>
        <UniqueID Type="21" ID="123456"/>
        <Package>
            <DateRange Start="2003-10-07" Duration="P14D"/>
            <ItineraryItems>
                <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
                    <Travel>
                        <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </Travel>
                </ItineraryItem>
                <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
                    <Accommodation RPH="2" ResortName="Alcudia">
                        <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
                        <DateRange Start="2003-10-07" Duration="P14D"/>
                        <RoomProfiles>
                            <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                                <GuestCounts>
                                    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
                                    <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                                    <GuestCount AgeQualifyingCode="INF" Count="1"/>
                                </GuestCounts>
                            </RoomProfile>
                        </RoomProfiles>
                        <MealPlans>
                            <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
                        </MealPlans>
                    </Accommodation>
                </ItineraryItem>
                <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
                    <Travel>
                        <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-
21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
                            <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
                            <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </Travel>
                </ItineraryItem>
            </ItineraryItems>
            <Cautions>
                <Caution Type="Booking">NB. this quotation will expire at 17:00hrs today.</Caution>
                <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that
all flights are non-smoking.</Caution>
                <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D"
ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
                <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that
all flights are non-smoking.</Caution>
            </Cautions>
        </Package>
        <ContactDetail>
```

```xml
            <PersonName>
                <NamePrefix>Mr</NamePrefix>
                <GivenName>S</GivenName>
                <Surname>Smithers</Surname>
            </PersonName>
        </ContactDetail>
        <PassengerListItems>
            <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
                <Name>
                    <NamePrefix>Mr</NamePrefix>
                    <GivenName>Simon</GivenName>
                    <Surname>Smithers</Surname>
                </Name>
            </PassengerListItem>
            <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
                <Name>
                    <NamePrefix>Mrs</NamePrefix>
                    <GivenName>A</GivenName>
                    <Surname>Smithers</Surname>
                </Name>
            </PassengerListItem>
            <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
                <Name>
                    <NamePrefix>Miss</NamePrefix>
                    <GivenName>B</GivenName>
                    <Surname>Smithers</Surname>
                </Name>
            </PassengerListItem>
            <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
                <Name>
                    <NamePrefix>Mstr</NamePrefix>
                    <GivenName>C</GivenName>
                    <Surname>Smithers</Surname>
                </Name>
            </PassengerListItem>
            <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
                <Name>
                    <NamePrefix>Inf</NamePrefix>
                    <GivenName>D</GivenName>
                    <Surname>Smithers</Surname>
                </Name>
            </PassengerListItem>
        </PassengerListItems>
        <OwnInsuranceChoices>
            <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNmbr="1453891762">
                <CustomerCounts>
                    <CustomerCount Quantity="4"/>
                </CustomerCounts>
            </OwnInsuranceChoice>
        </OwnInsuranceChoices>
        <InvoiceDetail>
            <CostingItems>
                <CostingItem Description="Basic Holiday Price" Quantity="2">
                    <UnitPrice Amount="546.00"/>
                    <ExtendedPrice Amount="1092.00"/>
                </CostingItem>
                <CostingItem Description="First Child" Quantity="1">
                    <UnitPrice Amount="150.00"/>
                    <ExtendedPrice Amount="150.00"/>
                </CostingItem>
                <CostingItem Description="Second Child" Quantity="1">
                    <UnitPrice Amount="223.00"/>
                    <ExtendedPrice Amount="223.00"/>
                </CostingItem>
            </CostingItems>
            <GrossAmount Amount="1465.00"/>
```

```xml
            <DepositAmount Amount="300.00"/>
            <BalanceDueAmount Amount="1165.00"/>
        </InvoiceDetail>
    </PackageReservation>
</OTA_PkgBookRS>
```

9.2.1.3. Event: Request

The booking is accepted and a request for booking is sent by tour operator.

OTA_PkgBookRQ2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRQ 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_PkgBookRQ.xsd" TimeStamp="2003-04-08T21:10:30" EchoToken="7656" Target="Production"
Version="2.000" ActionType="Commit">
    <UniqueID Type="21" ID="123456"/>
</OTA_PkgBookRQ>
```

9.2.1.4. Event: Response

He receives a confirmation response, which is also directed to his back-office
system, which prints the required official Civil Aviation Authority receipt.

OTA_PkgBookRS2.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_PkgBookRS 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_PkgBookRS.xsd" EchoToken="7656" TimeStamp="2003-04-08T21:10:30" Target="Production"
Version="2.000" SequenceNmbr="3">
    <Success/>
    <PackageReservation>
        <UniqueID Type="14" ID="AA12345"/>
        <Package>
            <DateRange Start="2003-10-07" Duration="P14D"/>
            <ItineraryItems>
                <ItineraryItem ChronologicalSequence="1" ItinerarySequence="1">
                    <Travel>
                        <AirSegment RPH="1" DepartureDay="Tue" DepartureDateTime="2003-10-
07T05:00:00" ArrivalDateTime="2003-10-07T06:45:00" TravelCode="GAD20">
                            <DepartureAirport LocationCode="LGW">London Gatwick</DepartureAirport>
                            <ArrivalAirport LocationCode="PMI">Palma Mallorca</ArrivalAirport>
                            <AvailableSeats>
                                <SeatAvailability Quantity="4"/>
                            </AvailableSeats>
                        </AirSegment>
                    </Travel>
                </ItineraryItem>
                <ItineraryItem ChronologicalSequence="2" ItinerarySequence="2">
                    <Accommodation RPH="2" ResortName="Alcudia">
                        <Identity PropertyClassType="HTL" HotelCode="ADAB">Hotel Miramar</Identity>
                        <DateRange Start="2003-10-07" Duration="P14D"/>
                        <RoomProfiles>
                            <RoomProfile RoomTypeCode="TWIN" Description="Twin room with two extra
beds and cot, bath, shower, WC" Quantity="1" CotQuantity="1">
                                <GuestCounts>
                                    <GuestCount AgeQualifyingCode="ADT" Count="2"/>
```

```xml
                        <GuestCount AgeQualifyingCode="CHD" Count="2"/>
                        <GuestCount AgeQualifyingCode="INF" Count="1"/>
                    </GuestCounts>
                </RoomProfile>
            </RoomProfiles>
            <MealPlans>
                <MealPlan Code="HB" Quantity="4" Plan="Half Board"/>
            </MealPlans>
        </Accommodation>
    </ItineraryItem>
    <ItineraryItem ChronologicalSequence="3" ItinerarySequence="3">
        <Travel>
            <AirSegment RPH="3" DepartureDay="Tue" DepartureDateTime="2003-10-21T07:45:00" ArrivalDateTime="2003-10-21T09:30:00" TravelCode="GAD20">
                <DepartureAirport LocationCode="PMI">Palma Mallorca</DepartureAirport>
                <ArrivalAirport LocationCode="LGW">London Gatwick</ArrivalAirport>
                <AvailableSeats>
                    <SeatAvailability Quantity="4"/>
                </AvailableSeats>
            </AirSegment>
        </Travel>
    </ItineraryItem>
</ItineraryItems>
<Cautions>
    <Caution Type="Flight" Start="2003-10-07T00:00:00" ItinerarySequence="1">Please note that all flights are non-smoking.</Caution>
    <Caution Type="Resort" Start="2003-10-07T00:00:00" Duration="P14D" ItinerarySequence="2">Please note that the October festival in Alcudia is very noisy.</Caution>
    <Caution Type="Flight" Start="2003-10-21T00:00:00" ItinerarySequence="2">Please note that all flights are non-smoking.</Caution>
</Cautions>
</Package>
<ContactDetail>
    <PersonName>
        <NamePrefix>Mr</NamePrefix>
        <GivenName>S</GivenName>
        <Surname>Smithers</Surname>
    </PersonName>
</ContactDetail>
<PassengerListItems>
    <PassengerListItem RPH="01" Gender="Male" Nationality="GB" BirthDate="1972-02-27">
        <Name>
            <NamePrefix>Mr</NamePrefix>
            <GivenName>Simon</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="02" Gender="Female" Nationality="US" Age="24">
        <Name>
            <NamePrefix>Mrs</NamePrefix>
            <GivenName>A</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="03" Gender="Female" Nationality="GB" Age="8">
        <Name>
            <NamePrefix>Miss</NamePrefix>
            <GivenName>B</GivenName>
            <Surname>Smithers</Surname>
        </Name>
    </PassengerListItem>
    <PassengerListItem RPH="04" Gender="Male" Nationality="GB" Age="4">
        <Name>
            <NamePrefix>Mstr</NamePrefix>
            <GivenName>C</GivenName>
            <Surname>Smithers</Surname>
```

```xml
            </Name>
        </PassengerListItem>
        <PassengerListItem RPH="05" Gender="Female" Nationality="GB" Age="1">
            <Name>
                <NamePrefix>Inf</NamePrefix>
                <GivenName>D</GivenName>
                <Surname>Smithers</Surname>
            </Name>
        </PassengerListItem>
    </PassengerListItems>
    <OwnInsuranceChoices>
        <OwnInsuranceChoice InsuranceCompany="Home and Colonial" PolicyNmbr="1453891762">
            <CustomerCounts>
                <CustomerCount Quantity="4"/>
            </CustomerCounts>
        </OwnInsuranceChoice>
    </OwnInsuranceChoices>
    <InvoiceDetail>
        <CostingItems>
            <CostingItem Description="Basic Holiday Price" Quantity="2">
                <UnitPrice Amount="546.00"/>
                <ExtendedPrice Amount="1092.00"/>
            </CostingItem>
            <CostingItem Description="First Child" Quantity="1">
                <UnitPrice Amount="150.00"/>
                <ExtendedPrice Amount="150.00"/>
            </CostingItem>
            <CostingItem Description="Second Child" Quantity="1">
                <UnitPrice Amount="223.00"/>
                <ExtendedPrice Amount="223.00"/>
            </CostingItem>
        </CostingItems>
        <GrossAmount Amount="1465.00"/>
        <DepositAmount Amount="300.00"/>
        <BalanceDueAmount Amount="1165.00"/>
    </InvoiceDetail>
    <Transactions>
        <Transaction Type="Receipt" PostingDateTime="2003-04-08T21:10:30" BatchNmbr="XGH003"
Comment="VISA ****1234">
            <Amount Amount="300.00"></Amount>
        </Transaction>
    </Transactions>
    </PackageReservation>
</OTA_PkgBookRS>
```

Section 10   — Travel Itinerary Messages

The Travel Industry has successfully enjoyed the benefits of feature rich electronic data exchange among global trading partners for decades. The Travel Itinerary message (or Passenger Name Record—PNR) is widely used to integrate, manage and service travel content—which includes: Air, Car, Hotels, Rail, and Tour & Cruise. The following is a list of travel content information traditionally contained within the Travel Itinerary (included but not limited):

- Personal Traveler Related Information—Name, Address, Phone, etc.

- Booked Travel Segments—Air, Car, Hotel, Tour/Cruise, etc.

- Ticketing, Pricing & Form of Payment Information

- Special Service Request and Remark Details

- Travel Itinerary or PNR Synchronization

- Complete Travel Itinerary Book Request

- Travel Itinerary Update/Modify

- Travel Itinerary Cancel/Ignore

10.1. OTA_TravelItineraryRQ/RS

The Travel Itinerary message is a combination of existing, OTA XML Schemas (XML components or XML Schema fragments) with some new components encapsulated as one large XML Schema—the 'TravelItinerary'. The OTA_TravelItineraryRS message model builds upon the component assets via loosely coupling associations between them (either hierarchically or by attribute references) to maximize both flexibility and reusability.

A request to read (retrieve) a Travel Itinerary is issued using the OTA_TravelItineraryReadRQ message with a unique ID referencing the itinerary.

The response to a read request, OTA_TravelItineraryRS may contain a <SpecialServices> element at both the itinerary item level and higher itinerary level. Such hierarchy provides a clear means to associate a specific service element with one item or to multiple items. This contextual association pattern also applies to the pricing elements <ItemPricing> and <ItineraryPricing>, which directly relate to specific item pricing or subtotal pricing of items respectively. Additionally, content which is related to (e.g., not reserved or owned by) a specific OTA travel itinerary message can be referenced via the <AssocItem> element. This element is modeled much like itinerary items where, unique patterns of contextually related service and pricing options can be applied.

10.1.1. Use Case: Travel Itinerary Read Request

Betty Johnson, owner/employee of U-Own-The-World Travel, uses the Atlas12000 GDS booking application installed on her desktop platform. Bob

Jones, has requested a copy of his upcoming business trip itinerary from Betty, whom he booked the trip through. Betty, using the super slick GUI interface selects Bob's GDS reservation number from a list, enters it into the interface and clicks a single button. By the miracle of XML and the GDS API, Bob's itinerary is returned to the booking app., 'massaged', sent to Betty's screen for visual confirmation as well as to her local printer and Bob's email address.

10.1.1.1.   Event: Request

A request for GDS reservation number UOTWT0122321.

OTA_TravelItineraryReadRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravelItineraryReadRQ TimeStamp="2003-02-24T11:43:57" PrimaryLangID="en" Version="1.001"
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_TravelItineraryReadRQ.xsd">
    <POS>
        <Source>
            <RequestorID Type="5" ID="UOTWT0122321"/>
        </Source>
    </POS>
    <UniqueID Type="14" ID="M839LW"/>
</OTA_TravelItineraryReadRQ>
```

10.1.1.2.   Event: Response

A response is returned that contains all the reservation data.

OTA_TravelItineraryRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_TravelItineraryRS xmlns="http://www.opentravel.org/OTA/2003/05" TimeStamp="2003-02-
24T11:44:00" PrimaryLangID="en" Version="2.000" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
OTA_TravelItineraryRS.xsd">
    <Success/>
    <TravelItinerary>
        <ItineraryRef Type="14" ID="M839LW"/>
        <CustomerInfos>
            <CustomerInfo RPH="01">
                <Customer>
                    <PersonName>
                        <NamePrefix>Mr.</NamePrefix>
                        <GivenName>Robert</GivenName>
                        <MiddleName>Anthony</MiddleName>
                        <Surname>Jones</Surname>
                    </PersonName>
                    <Telephone PhoneNumber="2241630" AreaCityCode="302" Extension="5574"/>
                    <Email>rajones@somewhere.org</Email>
                    <Address FormattedInd="true">
                        <StreetNmbr PO_Box="P.O. Box 77">1452 S. 13th St. N.W.</StreetNmbr>
                        <CityName>Westfinster</CityName>
                        <PostalCode>90210</PostalCode>
                        <StateProv>NY</StateProv>
                        <CountryName>US</CountryName>
                    </Address>
```

```xml
                </Customer>
                <AgencyAcctNumber Type="5" ID="UOTWT0122321"/>
            </CustomerInfo>
        </CustomerInfos>
        <ItineraryInfo>
            <ReservationItems ChronoOrdered="true">
                <Item RPH="01" ItinSeqNumber="01">
                    <Air DepartureDateTime="2003-03-03T08:00:00" FlightNumber="942"
ResBookDesigCode="Y">
                        <DepartureAirport LocationCode="DEN">Denver International
Airport</DepartureAirport>
                        <ArrivalAirport LocationCode="ORD">Chicago O'Hare</ArrivalAirport>
                        <MarketingAirline>UA</MarketingAirline>
                        <Seats>
                            <Seat Number="07A" Characteristic="Window" CustomerRPH="01"/>
                        </Seats>
                    </Air>
                </Item>
                <Item RPH="02" ItinSeqNumber="02">
                    <Air DepartureDateTime="2003-03-03T13:00:00" FlightNumber="3545"
ResBookDesigCode="Y">
                        <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
                        <ArrivalAirport LocationCode="YUL">Montreal Dorval</ArrivalAirport>
                        <OperatingAirline>AC</OperatingAirline>
                        <MarketingAirline>UA</MarketingAirline>
                        <Seats>
                            <Seat Number="08B" Characteristic="Aisle" CustomerRPH="01"/>
                        </Seats>
                    </Air>
                </Item>
                <Item RPH="03" ItinSeqNumber="05">
                    <Air DepartureDateTime="2003-03-10T08:00:00" FlightNumber="5568">
                        <DepartureAirport LocationCode="YUL">Montreal Dorval</DepartureAirport>
                        <ArrivalAirport LocationCode="BOS">Boston Logan</ArrivalAirport>
                        <OperatingAirline>AC</OperatingAirline>
                        <MarketingAirline>UA</MarketingAirline>
                        <Seats>
                            <Seat Number="3D" Characteristic="Window" CustomerRPH="01"/>
                        </Seats>
                    </Air>
                </Item>
                <Item RPH="04" ItinSeqNumber="06">
                    <Air DepartureDateTime="2003-03-10T10:30:00" FlightNumber="5542">
                        <DepartureAirport LocationCode="ORD">Chicago O'Hare</DepartureAirport>
                        <ArrivalAirport LocationCode="DEN">Denver International</ArrivalAirport>
                        <MarketingAirline>UA</MarketingAirline>
                        <Seats>
                            <Seat CustomerRPH="01" Number="23B"/>
                        </Seats>
                    </Air>
                </Item>
                <Item RPH="05" ItinSeqNumber="04">
                    <Hotel>
                        <Reservation>
                            <RoomTypes>
                                <RoomType RoomTypeCode="KNGSTE" NumberOfUnits="1"/>
                            </RoomTypes>
                            <RoomRates>
                                <RoomRate>
                                    <Rates>
                                        <Rate AgeQualifyingCode="10" MinAge="18" EffectiveDate="2003-
03-03" ExpireDate="2003-03-10">
                                            <Base AmountAfterTax="1495.00" CurrencyCode="CAD"/>
                                        </Rate>
                                    </Rates>
                                </RoomRate>
```

```xml
            </RoomRates>
            <GuestCounts>
                <GuestCount AgeQualifyingCode="10" Count="1"/>
            </GuestCounts>
            <TimeSpan Start="2003-03-03" End="2003-03-10"/>
            <BasicPropertyInfo ChainCode="HH" HotelCityCode="YUL" HotelName="Hilton
Bonaventure"/>
        </Reservation>
    </Hotel>
</Item>
<Item RPH="06" ItinSeqNumber="03">
    <Vehicle>
        <ConfID Type="14" ID="02138525448412"/>
        <VehRentalCore PickUpDateTime="2003-03-03T15:30:00" ReturnDateTime="2003-
03-10T06:00:00">
            <PickUpLocation LocationCode="YUL">Montreal Dorval
Airport</PickUpLocation>
            <ReturnLocation LocationCode="YUL">Montreal Dorval Airport</ReturnLocation>
        </VehRentalCore>
        <Vehicle AirConditionInd="true" TransmissionType="Automatic">
            <VehType VehicleCategory="CAR" DoorCount="4"/>
            <VehClass Size="FUL"/>
            <VehMakeModel Name="Ford Taurus"/>
        </Vehicle>
        <RentalRate>
            <RateDistance Unlimited="true" DistUnitName="Mile"
VehiclePeriodUnitName="Week"/>
        </RentalRate>
        <TotalCharge RateTotalAmount="345.00" CurrencyCode="CAD"/>
    </Vehicle>
</Item>
</ReservationItems>
<Ticketing TicketType="eTicket" eTicketNumber="30465876954325" PlatingCarrier="UAL"/>
<ItineraryPricing ItemRPH_List="01 02 03 04">
    <Cost AmountAfterTax="745.00" CurrencyCode="USD"/>
</ItineraryPricing>
<SpecialRequestDetails>
    <SeatRequests>
        <SeatRequest SmokingAllowed="false" TravelerRefNumberRPHList="1"
FlightRefNumberRPHList="2">
            <DepartureAirport LocationCode="ORD"/>
            <ArrivalAirport LocationCode="YUL"/>
        </SeatRequest>
    </SeatRequests>
</SpecialRequestDetails>
</ItineraryInfo>
<TravelCost>
    <FormOfPayment>
        <PaymentCard CardNumber="3151002645983754" ExpireDate="1205" CardType="MC">
            <CardHolderName>ROBERT A. JONES</CardHolderName>
        </PaymentCard>
    </FormOfPayment>
    <CostTotals AmountAfterTax="1957.92" CurrencyCode="USD"/>
</TravelCost>
<UpdatedBy>
    <Access ID="U09932147"/>
</UpdatedBy>
</TravelItinerary>
</OTA_TravelItineraryRS>
```

2 **11.1. OTA_RailAvailRQ/RS**

3 The Rail availability request provides the ability to request rail services between
4 two station pairs on a specific date, for a specific number of passengers of a
5 particular passenger type. The request can be narrowed to request availability for
6 a specific train number, and can include fares (where applicable) or just
7 scheduled service.

8 Optional request information can include:

9 • Time / Time Window

10 • Time / Time Window for return journey

11 • Connecting cities / Number of connections

12 • Fare Types

13 • Discount or Promotional codes that may apply to the fare

14 • Client Preferences (class of service, sleeper cars)

15 • Maximum number of responses desired

16 The Availability Response message contains train availability for a station pair on
17 a specific date. A set of origin and destination options is returned, each of which
18 contains one or more (connecting) trains that serve the city pair. The message is
19 intended to provide all the information necessary to bookers to make informed
20 accurate selections prior to booking.

21 Each option may contain the following:

22 • Class codes for the class of service or amenities

23 • Special vendor comments for the city pair

24 • Whether or not seats can be selected

25 • On time percentage for the train

26 • Number and type of passengers

27 • Fare for each passenger type

28 • Total Fare for all passengers

29 • Currency

30 Because of the wide range of capabilities and requirements in various rail
31 inventory management systems, a number of optional details that relate to the fare
32 rules and restrictions may be returned.

33

34 **11.1.1. Use Case: Request For Rail Schedule**

35   This instance document describes a request for the Schedules (or Timetable)
36   information for a journey between Glasgow and Marylebone via Birmingham
37   arriving in Marylebone between 8 and 10 a.m. on 6th December 2003 and
38   departing for the return journey between 10pm and midnight the same day. A
39   maximum of 3 alternatives is required.

40   There should be no more than 1 train change and the response should include
41   company GNER and exclude company Arriva.

42 **11.1.1.1. Event: Request**

43   Someone requests a timetable for the journey between Glasgow and Marylebone
44   via Birmingham, to arrive in Marylebone between 8 and 10 am on the 6th of
45   December, and the departing information.

46 **OTA_RailAvailRQ.xml**

```
47 <?xml version="1.0" encoding="UTF-8"?>
48 <OTA_RailAvailRQ TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
49 Version="1.001" MaxResponses="3" ResponseType="Schedules"
50 xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
51 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
52 OTA_RailAvailRQ.xsd">
53     <POS>
54         <Source>
55             <RequestorID Type="22" ID="JQIR2004"/>
56         </Source>
57     </POS>
58     <RailAvailInfo MaxChanges="1">
59         <OriginDestinationInformation>
60             <ArrivalDateTime WindowBefore="PT2H">2003-12-06T10:00:00</ArrivalDateTime>
61             <OriginLocation LocationCode="GLC" CodeContext="CRS"/>
62             <DestinationLocation LocationCode="MYB" CodeContext="CRS"/>
63             <ConnectionLocations>
64                 <ConnectionLocation LocationCode="BHM" CodeContext="CRS" Inclusive="true"
65 PreferLevel="Preferred" ConnectionInfo="Via"/>
66             </ConnectionLocations>
67         </OriginDestinationInformation>
68         <ReturnDateTime>
69             <DepartureDateTime WindowAfter="PT2H">2003-12-06T22:00:00</DepartureDateTime>
70         </ReturnDateTime>
71         <RailPrefs>
72             <OperatorPref CompanyShortName="GNER" PreferLevel="Preferred"/>
73             <OperatorPref CompanyShortName="Arriva" PreferLevel="Unacceptable"/>
74         </RailPrefs>
75     </RailAvailInfo>
76 </OTA_RailAvailRQ>
77
```

78 **11.1.1.2. Event: Response**

79   The response is returned with the requested information.

80 **OTA_RailAvailRS.xml**

```
81 <?xml version="1.0" encoding="UTF-8"?>
```

```xml
82  <OTA_RailAvailRS TimeStamp="2003-11-06T10:25:30" EchoToken="7656" Target="Production"
83  Version="1.001" ResponseType="Schedules" xmlns="http://www.opentravel.org/OTA/2003/05"
84  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
85  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
86  OTA_RailAvailRS.xsd">
87      <Success/>
88      <OriginDestinationOptions>
89          <OriginDestinationOption>
90              <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow Central</OriginLocation>
91              <DestinationLocation LocationCode="MYB"
92  CodeContext="CRS">Marylebone</DestinationLocation>
93              <Journeys>
94                  <Journey RouteCode="10000">
95                      <OriginLocation LocationCode="GLC" CodeContext="CRS">Glasgow
96  Central</OriginLocation>
97                      <DestinationLocation LocationCode="BHM" CodeContext="CRS">Birmingham
98  Central</DestinationLocation>
99                      <JourneySegments>
100                         <JourneySegment>
101                             <TrainSegment DepartureDateTime="2003-12-06T10:15:00"
102  ArrivalDateTime="2003-12-06T14:15:00" StopQuantity="5" CrossBorder="false" SeatAssignable="true">
103                                 <DepartureStation>
104                                     <Details LocationCode="GLC" CodeContext="CRS"
105  Staffed="true">Glasgow Central</Details>
106                                     <OperationSchedules>
107                                         <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
108  23T00:00:00">
109                                             <OperationTimes>
110                                                 <OperationTime Mon="true" Tue="true" Weds="true"
111  Thur="true" Fri="true" Sat="true" Sun="true"/>
112                                             </OperationTimes>
113                                         </OperationSchedule>
114                                     </OperationSchedules>
115                                 </DepartureStation>
116                                 <ArrivalStation>
117                                     <Details LocationCode="BHM" CodeContext="CRS"
118  Staffed="true">Birmingham Central</Details>
119                                     <OperationSchedules>
120                                         <OperationSchedule Start="2002-06-30T00:00:00" End="2003-12-
121  23T00:00:00">
122                                             <OperationTimes>
123                                                 <OperationTime Mon="true" Tue="true" Weds="true"
124  Thur="true" Fri="true" Sat="true" Sun="true"/>
125                                             </OperationTimes>
126                                         </OperationSchedule>
127                                     </OperationSchedules>
128                                 </ArrivalStation>
129                                 <MarketingCompany CompanyShortName="GNER"/>
130                                 <Equipment Code="EMU"/>
131                                 <ClassCodes>
132                                     <ClassCode Code="2"/>
133                                 </ClassCodes>
134                             </TrainSegment>
135                         </JourneySegment>
136                     </JourneySegments>
137                 </Journey>
138             </Journeys>
139         </OriginDestinationOption>
140     </OriginDestinationOptions>
141  </OTA_RailAvailRS>
142
```

11.2. OTA_RailBookRQ/RS

The Book Request message requests a train reservation on a specific rail service provider for travel between two or more stations on specific dates for a specific number and type of passengers in specific classes of service. The optional request information can include:

- Train number

- Departure date and time

- Seat Type, including the direction the seat faces

- Traveler name(s)

- Rate type

- Form of payment

- Delivery address

The Book Response message validates whether or not the booking was successful, provides warning information regarding the booking and itinerary elements including a rail reservation number or "PNR".

11.2.1. Use Case: Rail Reservation Book Request

This instance document describes a request to book a reservation for a journey between Washington DC and Miami Florida 17 December 2003 on Train 91. A standard Y class has been selected for single traveler. The traveler is paying by an American Express credit card and appropriate personal information is given to complete the booking.

The response to the request is an indication of success, essentially echoing the RQ information for train and passenger information. Pricing information in this case indicates there is no tax for rail tickets.

Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the CodeContext.

11.2.1.1. Event: Request

The traveler sends a request to book a reservation, payment information is included.

OTA_RailBookRQ.xml

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_RailBookRQ 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_RailBookRQ.xsd"
EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.001"
SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us">
```

```
181    <POS>
182        <Source>
183            <RequestorID Type="22" ID="JQIR2004"/>
184        </Source>
185    </POS>
186    <RailBookInfo>
187        <OriginDestinationOptions>
188            <OriginDestinationOption>
189                <TrainSegments>
190                    <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91">
191                        <DepartureStation LocationCode="WAS" CodeContext="Amtrak"/>
192                        <ArrivalStation LocationCode="MIA" CodeContext="IATA"/>
193                        <ClassCode Code="Y" Quantity="1"/>
194                    </TrainSegment>
195                </TrainSegments>
196            </OriginDestinationOption>
197        </OriginDestinationOptions>
198        <TravelerNames>
199            <TravelerName>
200                <NamePrefix>Mr.</NamePrefix>
201                <GivenName>Thomas</GivenName>
202                <Surname>Krotchko</Surname>
203            </TravelerName>
204        </TravelerNames>
205        <RateQualifier PromotionCode="123456"/>
206        <Fulfillment>
207            <DeliveryAddress>
208                <AddressLine>508 Brighton</AddressLine>
209                <CityName>Brookville</CityName>
210                <PostalCode>22222</PostalCode>
211                <StateProv StateCode="MD"/>
212                <CountryName Code="US"/>
213            </DeliveryAddress>
214        </Fulfillment>
215        <PaymentForm>
216            <PaymentCard CardType="AMX" CardNumber="970000000000002" ExpireDate="0400">
217                <CardHolderName>Thomas Krotchko</CardHolderName>
218                <CardIssuerName BankID="American Express"/>
219                <Address>
220                    <AddressLine>508 Brighton</AddressLine>
221                    <CityName>Brookville</CityName>
222                    <PostalCode>20833</PostalCode>
223                    <County>US</County>
224                    <StateProv StateCode="MD"/>
225                </Address>
226            </PaymentCard>
227        </PaymentForm>
228    </RailBookInfo>
229 </OTA_RailBookRQ>
230
```

231   **11.2.1.2.   Event: Response**

232   The response echoes back the request information with pricing information.
233   Note, that in this case, there is no tax.

234   **OTA_RailBookRS.xml**

```
235    <?xml version="1.0" encoding="UTF-8"?>
236    <OTA_RailBookRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
237    Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
238    xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
239    xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
240    OTA_RailBookRS.xsd">
```

```
241        <Success/>
242        <RailReservation>
243            <BookingID Type="PNR" ID="134DA1"/>
244            <Itinerary>
245                <OriginandDestinations>
246                    <OriginandDestination>
247                        <OriginLocation LocationCode="WAS" CodeContext="AMTRAK"/>
248                        <DestinationLocation LocationCode="MIA" CodeContext="IATA"/>
249                        <TrainSegments>
250                            <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
251    ArrivalDateTime="2003-12-18T05:00:47-05:00" TrainNumber="91" StopQuantity="9"
252    JourneyDuration="P1Y2M3DT10H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="active"
253    TicketStatus="ticketed">
254                                <DepartureStation>
255                                    <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
256    TicketPrinter="1" SST_Machine="1" USTimeZone="E"/>
257                                    <Address>
258                                        <AddressLine>60 Mass. Ave.</AddressLine>
259                                        <CityName>Washington</CityName>
260                                        <PostalCode>20002</PostalCode>
261                                        <County>US</County>
262                                        <StateProv StateCode="DC">Washington, DC</StateProv>
263                                        <CountryName Code="US"/>
264                                    </Address>
265                                    <Telephone CountryAccessCode="001" AreaCityCode="800"
266    PhoneNumber="USA-RAIL"/>
267                                </DepartureStation>
268                                <ArrivalStation>
269                                    <Details LocationCode="MIA" CodeContext="IATA" Staffed="1"
270    TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
271                                </ArrivalStation>
272                                <MarketingCompany CompanyShortName="Amtrak"/>
273                                <OperatingCompany CompanyShortName="Amtrak"/>
274                                <ClassCode ClassCode="Y" Quantity="1"/>
275                                <Comment Language="en-us">Questions Call 1-800-USA-RAIL</Comment>
276                            </TrainSegment>
277                        </TrainSegments>
278                    </OriginandDestination>
279                </OriginandDestinations>
280                <RailCharges CurrencyCode="DOL" DecimalPlaces="2">
281                    <Total AmountBeforeTax="345.22" AmountAfterTax="345.22" CurrencyCode="DOL"
282    DecimalPlaces="2">
283                        <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
284                            <Tax Type="Inclusive" Percent="0.01" Amount="0" CurrencyCode="DOL">
285                                <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-
286    05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-us">
287                                    <Text Formatted="1" Language="en-us">No tax on rail or
288    accomodation</Text>
289                                </TaxDescription>
290                            </Tax>
291                        </Taxes>
292                    </Total>
293                    <Charges>
294                        <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
295    CurrencyCode="DOL">
296                            <Taxes Amount="0" CurrencyCode="DOL" DecimalPlaces="2">
297                                <Tax Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"
298    CurrencyCode="DOL">
299                                    <TaxDescription ParagraphNumber="1" CreateDateTime="2001-12-
300    17T09:30:47-05:00" LastModifyDateTime="2001-12-17T09:30:47-05:00" Language="en-us">
301                                        <Text Formatted="1" Language="en-us"/>
302                                    </TaxDescription>
303                                </Tax>
304                            </Taxes>
```

```
305                        <Description ParagraphNumber="1" CreateDateTime="2001-12-17T09:30:47-05:00"
306    CreatorID="STR" LastModifyDateTime="2001-12-17T09:30:47-05:00" LastModifierID="STR" Language="en-
307    us">
308                            <Text Formatted="1" Language="en-us">No refunds after train departure</Text>
309                        </Description>
310                    </Charge>
311                </Charges>
312            </RailCharges>
313        </Itinerary>
314        <TravelerNames>
315            <TravelerName>
316                <NamePrefix>Mr.</NamePrefix>
317                <GivenName>Thomas</GivenName>
318                <Surname>Krotchko</Surname>
319            </TravelerName>
320        </TravelerNames>
321        <PaymentRules>
322            <PaymentRule RuleType="0" Amount="345.22" CurrencyCode="DOL" Percent="0.01"
323    DateTime="2003-12-17T09:30:47-05:00" PaymentType="0">No refunds after train departure</PaymentRule>
324        </PaymentRules>
325        <Fulfillment>
326            <DeliveryAddress>
327                <AddressLine>508 Brighton</AddressLine>
328                <CityName>Brookville</CityName>
329                <PostalCode>22222</PostalCode>
330                <County>US</County>
331                <StateProv StateCode="MD"/>
332                <CountryName Code="US"/>
333            </DeliveryAddress>
334            <Name>
335                <NamePrefix>Mr.</NamePrefix>
336                <GivenName>Thomas</GivenName>
337                <Surname>Krotchko</Surname>
338            </Name>
339        </Fulfillment>
340    </RailReservation>
341 </OTA_RailBookRS>
342
```

11.3. OTA_RailRetrieveRQ/RS

The Rail Retrieve response message is the response to OTA's generic Read
Request for a previously booked itinerary. The response provides the booking,
informs the requestor if the booking was successfully retrieved, and provides
warning messages.

11.3.1. Use Case: Requesting Booking Information

This instance document describes a request to retrieve a booking (PNR) with the
code 123CA2.

The response to the request is an indication of success, echoing the RS
information originally provided in the RailBookingRQ

Also included in the response is station information where available.

Amtrak city codes are not all IATA compliant and are marked as such in the
CodeContext.

356 **11.3.1.1.   Event: Request**

357   The request for booking information about 123CA2 is sent.

358 **OTA_RailRetrieveRQ.xml**

```
359 <?xml version="1.0" encoding="UTF-8"?>
360 <OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05"
361 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
362 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
363 OTA_ReadRQ.xsd"
364 TimeStamp="2003-12-16T09:30:47-05:00" Target="Production" Version="1.001" SequenceNmbr="1"
365 PrimaryLangID="en-us" AltLangID="en-us">
366     <POS>
367         <Source>
368             <RequestorID Type="22" ID="JQIR2004"/>
369         </Source>
370     </POS>
371     <UniqueID Type="0" Instance="1" ID="123CA2"/>
372 </OTA_ReadRQ>
373
```

374 **11.3.1.2.   Event: Response**

375   The response to the request is an indication of success, echoing the RS
376   information originally provided in the RailBookingRQ. Also included in the
377   response is station information where available.

378 **OTA_RailRetrieve RS.xml**

```
379 <?xml version="1.0" encoding="UTF-8"?>
380 <OTA_RailRetrieveRS EchoToken="183529" TimeStamp="2003-12-16T09:30:47-05:00" Target="Production"
381 Version="1.001" SequenceNmbr="1" PrimaryLangID="en-us" AltLangID="en-us"
382 xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
383 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
384 OTA_RailRetrieveRS.xsd">
385     <Success/>
386     <RailReservation LastHoldDate="2003-12-20">
387         <BookingID Type="0" ID="123CA2">
388             <CompanyName CompanyShortName="Amtrak"/>
389         </BookingID>
390         <Itinerary>
391             <OriginandDestinations>
392                 <OriginandDestination>
393                     <OriginLocation LocationCode="WAS" CodeContext="AMTRAK">Washington,
394 DC</OriginLocation>
395                     <DestinationLocation LocationCode="MIA" CodeContext="IATA">Miami,
396 Florida</DestinationLocation>
397                     <TrainSegments>
398                         <TrainSegment DepartureDateTime="2003-12-17T09:30:47-05:00"
399 ArrivalDateTime="2003-12-17T09:30:47-05:00" TrainNumber="91" StopQuantity="9"
400 JourneyDuration="P1Y2M3DT17H30M" SmokingAllowed="false" CrossBorder="false" BookStatus="Active"
401 TicketStatus="Ticketed">
402                             <DepartureStation>
403                                 <Details LocationCode="WAS" CodeContext="AMTRAK" Staffed="1"
404 TicketPrinter="1" SST_Machine="1" USTimeZone="E">Washington, DC</Details>
405                                 <Address>
406                                     <AddressLine>60 Mass Ave</AddressLine>
407                                     <CityName>Washington</CityName>
408                                     <PostalCode>20002</PostalCode>
409                                     <County>US</County>
410                                     <StateProv StateCode="DC"/>
```

```
411                            <CountryName Code="US"/>
412                        </Address>
413                        <Telephone CountryAccessCode="001" AreaCityCode="800"
414    PhoneNumber="USA-RAIL"/>
415                      </DepartureStation>
416                      <ArrivalStation>
417                        <Details LocationCode="MIA" CodeContext="IATA" Staffed="1"
418    TicketPrinter="1" SST_Machine="false" USTimeZone="E"/>
419                      </ArrivalStation>
420                      <MarketingCompany CompanyShortName="Amtrak"/>
421                      <OperatingCompany CompanyShortName="Amtrak"/>
422                      <ClassCode ClassCode="Y" Quantity="1"/>
423                      <Comment Language="en-us">Call 1-800-USA-RAIL for more
424    information</Comment>
425                    </TrainSegment>
426                  </TrainSegments>
427              </OriginandDestination>
428            </OriginandDestinations>
429            <RailCharges CurrencyCode="DOL" DecimalPlaces="2">
430              <Total AmountBeforeTax="352.22" AmountAfterTax="352.22" CurrencyCode="DOL"
431    DecimalPlaces="2"/>
432              <Charges>
433                <Charge TaxInclusive="1" Type="Inclusive" Code="0" Percent="0.01" Amount="0.00"/>
434              </Charges>
435            </RailCharges>
436        </Itinerary>
437        <TravelerNames>
438            <TravelerName>
439                <NamePrefix>Mr.</NamePrefix>
440                <GivenName>Thomas</GivenName>
441                <Surname>Krotchko</Surname>
442            </TravelerName>
443        </TravelerNames>
444        <Fulfillment>
445            <DeliveryAddress>
446                <AddressLine>508 Brighton</AddressLine>
447                <CityName>Brookville</CityName>
448                <PostalCode>22222</PostalCode>
449                <County>USA</County>
450                <StateProv StateCode="MD"/>
451                <CountryName Code="US"/>
452            </DeliveryAddress>
453            <Name>
454                <NamePrefix>Mr.</NamePrefix>
455                <GivenName>Thomas</GivenName>
456                <Surname>Krotchko</Surname>
457            </Name>
458        </Fulfillment>
459      </RailReservation>
460    </OTA_RailRetrieveRS>
461
462
```

Section 12   —Loyalty Messages

463 Many companies in the travel industry offer loyalty programs. In the past, many
464 companies managed their own loyalty programs, but now there are specialized
465 companies who's sole business is to manage loyalty programs. This standard
466 message set allows the travel industry to communicate with the loyalty industry.
467 All currently defined verticals in the OTA can use this message set.

468 Within the loyalty services industry, certificates are frequently granted to
469 consumers for use in purchasing products and/or services from participating
470 businesses. These certificates can be given a variety of loyalty point values and
471 can be issued in a variety of formats (e.g., electronic certificates, paper
472 certificates).

473   12.1. OTA_LoyaltyAccountCreateRQ; OTA_LoyaltyAccountRS

474 The "LoyaltyAccountCreate" message set allows businesses to send enrolment
475 information to their loyalty service provider to create a new account for one of
476 their customers. This message pair is based on the profile structure
477 (OTA_Profile.xsd) with extensions for information that pertains only to loyalty
478 account creation. In the response message the newly created account information
479 (e.g., membership ID) is returned.

480   12.1.1. Use Case: Enrollment to Loyalty Program

481 Customer A is checking in for a night stay at Hotel Z. While at the front desk,
482 the customer requests that they be enrolled in the Hotel's loyalty program. The
483 desk clerk would have the ability to collect the required information from the
484 customer and electronically send an OTA_LoyaltyAccountCreateRQ message to
485 the loyalty service provider. In response, the new member number is returned to
486 the clerk using the OTA_LoyaltyAccountRS message. The new member number
487 can then be conveyed to the customer, and at check-out the current night stay can
488 be credited to the customers loyalty account for point accumulation.

489   12.1.1.1.   Event: Request

490 John T. Smith, a customer requests enrollment in the Hotel's loyalty program for
491 he and his wife, Cathy.

492   OTA_LoyaltyAccountCreateRQ.xml

```
493   <?xml version="1.0" encoding="UTF-8"?>
494   <OTA_LoyaltyAccountCreateRQ TimeStamp="2003-12-17T09:30:47-05:00" Version="1.001"
495   xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
496   xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
497   OTA_LoyaltyAccountCreateRQ.xsd">
498       <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
499         <MemberInfo>
500           <PersonName>
501             <GivenName>John</GivenName>
```

```
502                 <MiddleName>T</MiddleName>
503                 <Surname>Smith</Surname>
504             </PersonName>
505             <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
506             <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
507             <Address Type="2">
508                 <AddressLine>1234 Main Street</AddressLine>
509                 <AddressLine>Suite 22</AddressLine>
510                 <CityName>Akron</CityName>
511                 <PostalCode>23255</PostalCode>
512                 <StateProv StateCode="VA"/>
513                 <CountryName Code="US"/>
514             </Address>
515             <Email EmailType="1">jsmith99@myserver.com</Email>
516             <Email EmailType="2">jsmith@company.com</Email>
517             <CompanyName>MyCompany</CompanyName>
518             <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
519         </MemberInfo>
520         <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
521             <AdditionalReward MemberID="1234567">
522                 <Name>
523                     <GivenName>Cathy</GivenName>
524                     <Surname>Stevens-Smith</Surname>
525                 </Name>
526             </AdditionalReward>
527             <Offer Type="Partner">
528                 <Communication DistribType="0"/>
529             </Offer>
530             <Offer Type="Loyalty">
531                 <Communication DistribType="1"/>
532             </Offer>
533         </MemberPreferences>
534     </AccountInfo>
535     <Location LocationCode="524763"/>
536 </OTA_LoyaltyAccountCreateRQ>
537
```

12.1.1.2.   Event: Response

The response is returned with a new customer number that can then be credited
with his current stay.

OTA_LoyaltyAccountRS.xml

```
542 <?xml version="1.0" encoding="UTF-8"?>
543 <OTA_LoyaltyAccountRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
544 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
545 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
546 OTA_LoyaltyAccountRS.xsd">
547     <Success/>
548     <UniqueID Type="1" ID="7653874T"/>
549     <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
550         <MemberInfo>
551             <PersonName>
552                 <GivenName>John</GivenName>
553                 <MiddleName>T</MiddleName>
554                 <Surname>Smith</Surname>
555             </PersonName>
556             <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
557             <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
558             <Address Type="2">
559                 <AddressLine>1234 Main Street</AddressLine>
560                 <AddressLine>Suite 22</AddressLine>
561                 <CityName>Akron</CityName>
```

```
562          <PostalCode>23255</PostalCode>
563          <StateProv StateCode="VA"/>
564          <CountryName Code="US"/>
565        </Address>
566        <Email EmailType="1">jsmith99@myserver.com</Email>
567        <Email EmailType="2">jsmith@company.com</Email>
568        <CompanyName>MyCompany</CompanyName>
569        <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
570      </MemberInfo>
571      <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
572        <AdditionalReward MemberID="1234567">
573          <Name>
574            <GivenName>Cathy</GivenName>
575            <Surname>Stevens-Smith</Surname>
576          </Name>
577        </AdditionalReward>
578        <Offer Type="Partner">
579          <Communication DistribType="0"/>
580        </Offer>
581        <Offer Type="Loyalty">
582          <Communication DistribType="1"/>
583        </Offer>
584      </MemberPreferences>
585    </AccountInfo>
586  </OTA_LoyaltyAccountRS>
587
```

12.2. OTA_LoyaltyCertificateCreateRQ/RSandOTA_Loyalty CertificateCreateNotifRQ/RS

The "LoyaltyCertificateCreate" and "LoyaltyCertificateCreateNotif" message
sets allow businesses to communicate with their loyalty service provider to
generate redemption certificates for their customers. Whereas the "Create"
message pair is for on-line information exchange, the "CreateNotif" message pair
is for a batch "push" transmission.

12.2.1. Use Case: Use Points for an Extra Night Hotel

Customer A is checking in for a single night stay at Hotel Z. While at the front
desk, the customer indicates that they would like to use points accumulated
through the Hotel's loyalty program to pay for the current night stay. Having
verified that the customer has the required number of points for a free night stay
(see LoyaltyAccount message set), the desk clerk can use the property management
system to send an OTA_LoyaltyCertificateCreateRQ message to their loyalty
service provider to generate a redemption certificate for the appropriate number of
loyalty points. After deducting the requested number of points from the customers
account and generating an electronic certificate, the loyalty service provider will
respond with an OTA_LoyaltyCertificateCreateRS message verifying the creation
of the certificate and enabling the hotel to store a reference to the certificate
within their database.

12.2.1.1.   Event: Request

Having verified that the customer has the required number of points for a free
night stay (see LoyaltyAccount message set), the desk clerk can use the property
management system to send an OTA_LoyaltyCertificateCreateRQ message to their

612   loyalty service provider to generate a redemption certificate for the appropriate
613   number of loyalty points.

OTA_LoyaltyCertificateCreateRQ.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRQ Version="1.001" 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_LoyaltyCertificateCreateRQ.xsd">
    <Customer>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
    </Customer>
    <TravelInfos>
        <TravelInfo>
            <HotelStayInfo BrandCode="RA" HotelCityCode="RIC" HotelCodeContext="2">
                <RoomStayInfo Duration="P0Y0M3DT00H00M">
                    <RoomType NumberOfUnits="1"/>
                </RoomStayInfo>
            </HotelStayInfo>
        </TravelInfo>
        <LoyaltyCertificateDetail MemberNumber="T176309763"/>
    </TravelInfos>
</OTA_LoyaltyCertificateCreateRQ>
```

12.2.1.2.   Event: Response

637   After deducting the requested number of points from the customers account and
638   generating an electronic certificate, the loyalty service provider will respond with
639   an OTA_LoyaltyCertificateCreateRS message verifying the creation of the
640   certificate and enabling the hotel to store a reference to the certificate within their
641   database.

OTA_LoyaltyCertificateCreateRS.xml

```xml
<?xml version="1.0" encoding="UTF-8"?>
<OTA_LoyaltyCertificateCreateRS Version="1.001" 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_LoyaltyCertificateCreateRS.xsd">
    <Success/>
    <LoyaltyCertificateDetail CertificateNumber="47458S"/>
</OTA_LoyaltyCertificateCreateRS>
```

12.3. OTA_LoyaltyCertificateRedemptionRQ/RS

653   The "LoyaltyCertificateRedemption" message set allows businesses to notify
654   their loyalty service provider, or loyalty service providers to notify businesses,
655   that a customer has redeemed an existing redemption certificate.

12.3.1. Use Case: Use Points for a Hotel Stay

657   Customer A is checking in for a single night stay at Hotel Z. While at the front
658   desk, the customer indicates that they would like to use points accumulated
659   through the Hotel's loyalty program to pay for the current night stay. The desk

660   clerk can use the property management system to send an
661   OTA_LoyaltyCertificateRedemptionRQ message to their loyalty service provider
662   to indicate that an existing certificate has been redeemed. After marking the
663   certificate as redeemed within their internal accounting system, the loyalty
664   service provider will respond with an OTA_LoyaltyCertificateRedemptionRS
665   message verifying that the certificate has been redeemed.

666 **12.3.1.1.   Event: Request**

667   The desk clerk can use the property management system to send an
668   OTA_LoyaltyCertificateRedemptionRQ message to their loyalty service provider
669   to indicate that an existing certificate has been redeemed

670 **OTA_LoyaltyCertificateRedemptionRQ.xml**

```
671 <?xml version="1.0" encoding="UTF-8"?>
672 <OTA_LoyaltyCertificateRedemptionRQ Version="1.001" TimeStamp="2003-10-13T09:30:47-05:00"
673 xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
674 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
675 OTA_LoyaltyCertificateRedemptionRQ.xsd">
676     <RedemptionInfo>
677         <RedemptionDetail CertificateNumber="47458S" MemberNumber="T176309763"/>
678         <TravelInfos>
679             <TravelInfo>
680                 <HotelStayInfo BrandCode="RA" HotelCode="524763">
681                     <ReservationID Type="1" ID="78694673"/>
682                     <RoomStayInfo Start="2003-10-13T00:00:00-05:00" Duration="P1D">
683                         <RoomType NumberOfUnits="2"/>
684                     </RoomStayInfo>
685                 </HotelStayInfo>
686             </TravelInfo>
687         </TravelInfos>
688     </RedemptionInfo>
689 </OTA_LoyaltyCertificateRedemptionRQ>
690
```

691 **12.3.1.2.   Event: Response**

692   The loyalty service provider will respond with an
693   OTA_LoyaltyCertificateRedemptionRS message verifying that the certificate has
694   been redeemed.

695 **OTA_LoyaltyCertificateRedemptionRS.xml**

```
696 <?xml version="1.0" encoding="UTF-8"?>
697 <OTA_LoyaltyCertificateRedemptionRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
698 xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
699 xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
700 OTA_LoyaltyCertificateRedemptionRS.xsd">
701     <Success/>
702 </OTA_LoyaltyCertificateRedemptionRS>
703
```

704 ## 12.4. OTA_ReadRQ; OTA_LoyaltyAccountRS

705   This message set allows businesses to request from their loyalty service provider
706   account information for customers enrolled in their loyalty program. The generic

707 OTA_ReadRQ message is used to request the loyalty account information. In
708 response, the loyalty service provider returns a message containing the customers
709 account information. The response is based on the OTA_Profile.xsd with
710 extensions for the information that pertains specifically to the loyalty account.

12.4.1. Use Case: Read Loyalty Account Information Request

712 Customer A is checking in for a night stay at Hotel Z. While at the front desk,
713 the customer has questions regarding their loyalty account information. The desk
714 clerk would have the ability to request electronically the customer's loyalty
715 account information from the loyalty service provider using the OTA_ReadRQ
716 message. In response, the loyalty service provider would return an
717 OTA_LoyaltyAccountRS message with the customers account information.

12.4.1.1.   Event: Request

719 A desk clerk requests information about the status of the customer's loyalty
720 account.

OTA_ReadRQ6.xml

```
722  <?xml version="1.0" encoding="UTF-8"?>
723  <OTA_ReadRQ Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
724  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
725  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
726  OTA_ReadRQ.xsd">
727      <UniqueID Type="1" ID="T176309763"/>
728  </OTA_ReadRQ>
```

12.4.1.2.   Event: Response

730 The service provider responds with the customer's account information.

OTA_LoyaltyAccountRS2.xml

```
732  <?xml version="1.0" encoding="UTF-8"?>
733  <OTA_LoyaltyAccountRS Version="1.001" xmlns="http://www.opentravel.org/OTA/2003/05"
734  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
735  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
736  OTA_LoyaltyAccountRS.xsd">
737      <Success/>
738      <UniqueID Type="1" ID="7653874T"/>
739      <AccountInfo PointBalance="10000" EnrollmentType="Full" EnrollmentMethod="1">
740          <MemberInfo>
741              <PersonName>
742                  <GivenName>John</GivenName>
743                  <MiddleName>T</MiddleName>
744                  <Surname>Smith</Surname>
745              </PersonName>
746              <Telephone PhoneNumber="804-333-8989" PhoneUseType="4"/>
747              <Telephone PhoneNumber="804-222-7777" PhoneUseType="3"/>
748              <Address Type="2">
749                  <AddressLine>1234 Main Street</AddressLine>
750                  <AddressLine>Suite 22</AddressLine>
751                  <CityName>Akron</CityName>
752                  <PostalCode>23255</PostalCode>
753                  <StateProv StateCode="VA"/>
```

```xml
754                        <CountryName Code="US"/>
755                    </Address>
756                    <Email EmailType="1">jsmith99@myserver.com</Email>
757                    <Email EmailType="2">jsmith@company.com</Email>
758                    <CompanyName>MyCompany</CompanyName>
759                    <EmployeeInfo EmployeeTitle="Manager">Manager</EmployeeInfo>
760                </MemberInfo>
761                <MemberPreferences Awareness="Web" PromotionCode="A1" AwardsPreference="Points">
762                    <AdditionalReward MemberID="1234567">
763                        <Name>
764                            <GivenName>Cathy</GivenName>
765                            <Surname>Stevens-Smith</Surname>
766                        </Name>
767                    </AdditionalReward>
768                    <Offer Type="Partner">
769                        <Communication DistribType="0"/>
770                    </Offer>
771                    <Offer Type="Loyalty">
772                        <Communication DistribType="1"/>
773                    </Offer>
774                </MemberPreferences>
775            </AccountInfo>
776    </OTA_LoyaltyAccountRS>
777
778
```

779   The Profile messages define the detailed business content of a customer profile
780   from a travel industry perspective. This specification provides a set of common
781   messages for transmitting customer profile data that customers provide to travel
782   services to create these profiles, and for the exchange of profile information
783   between travel services within the industry.

784   A profile includes basic information about a customer or a company for
785   identification as well as financial transactions, memberships and contacts. The
786   profile also defines collections of preferences for specific types of travel
787   including key travel support services such as travel agencies and insurance.
788   Profiles contain information about organizational affiliations, and identify
789   certifications and alliances held by companies in their business relationships. No
790   supplier pricing information is included, nor is data on the travel policies or
791   requirements of an organization addressed in this specification.

792   ## 13.1.   OTA_ProfileCreateRQ/RS

793   Create messages define an operation that generates a new record with a unique
794   identifier. The sequence follows these steps.

795   • Requestor sends a Create request along with the initial data, and
796   optionally a unique identifier.

797   • Receiver creates a new record and assigns a unique identifier (e.g., a
798   Profiler ID or Reservation ID)

799   • Receiver responds with a message providing a unique identifier for the
800   new record created.

801   ### 13.1.1. Use Case: Create Profile Request Is Sent

802   Ms. Delilah Beaudry works for ABC Corporation and travels often for business.
803   The travel division of ABC Corporation uses a Worldspan product to do their
804   business travel booking. They want to set up a profile for Ms. Beaudry so that
805   there will be information such as address, phone number, credit card and personal
806   preferences in the Worldspan data base so that they will not have to input this
807   information for each booking.

808   #### 13.1.1.1.   Event: Request

809   The ABC Corporation sends a message to create a customer profile. This
810   message includes name, birthdate, gender, phone numbers, address, loyalty
811   program membership numbers, and credit card number and expiration date.
812   Because Ms. Beaudry doesn't want this information shared with anyone else, the
813   indicators for 'sharing' info are set to No.

814 **OTA_ProfileCreateRQ.xml**

```xml
815  <?xml version="1.0" encoding="UTF-8"?>
816  <OTA_ProfileCreateRQ xmlns="http://www.opentravel.org/OTA/2003/05"
817  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
818  xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
819  OTA_ProfileCreateRQ.xsd" EchoToken="452987" TimeStamp="2003-03-17T09:30:47-05:00"
820  Target="Production" Version="1.001" SequenceNmbr="1">
821      <UniqueID Type="21" ID="4389-34587">
822          <CompanyName CompanyShortName="ABC Corporation"/>
823      </UniqueID>
824      <Profile ShareAllSynchInd="No" ShareAllMarketInd="No" ProfileType="1" CreateDateTime="2003-03-
825  17T09:30:47-05:00" CreatorID="73482" LastModifyDateTime="2003-03-17T09:30:47-05:00">
826          <Accesses ShareSynchInd="No" ShareMarketInd="No" CreateDateTime="2003-03-17T09:30:47-
827  05:00">
828              <Access ActionType="Create" ActionDateTime="2003-03-17T09:30:47-05:00" ID="3452849"/>
829          </Accesses>
830          <Customer Gender="Female" Deceased="false" BirthDate="1949-06-03" CurrencyCode="USD"
831  DecimalPlaces="2">
832              <PersonName ShareSynchInd="Inherit" ShareMarketInd="Inherit" NameType="0">
833                  <NamePrefix>Ms</NamePrefix>
834                  <GivenName>Delilah</GivenName>
835                  <MiddleName>Ann</MiddleName>
836                  <Surname>Beaudry</Surname>
837              </PersonName>
838              <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="1"
839  CountryAccessCode="001" AreaCityCode="770" PhoneNumber="563-2891" PhoneUseType="3"/>
840              <Telephone ShareSynchInd="Inherit" ShareMarketInd="Inherit" PhoneTechType="5"
841  CountryAccessCode="001" AreaCityCode="404" PhoneNumber="933-0045" PhoneUseType="4"/>
842              <Email>delilah@hotmail.com</Email>
843              <Address FormattedInd="false" ShareSynchInd="Inherit" ShareMarketInd="Inherit" UseType="2">
844                  <StreetNmbr>2980 Elm Street</StreetNmbr>
845                  <CityName>Atlanta</CityName>
846                  <PostalCode>30067</PostalCode>
847                  <County>Cobb</County>
848                  <StateProv>GA</StateProv>
849                  <CountryName Code="US"/>
850              </Address>
851              <CitizenCountryName DefaultInd="true" Code="US"/>
852              <PaymentForm ShareSynchInd="Inherit" ShareMarketInd="Inherit">
853                  <PaymentCard ShareSynchInd="Inherit" ShareMarketInd="Inherit" CardType="1"
854  CardCode="AX" CardNumber="832593235600" ExpireDate="0405">
855                      <CardHolderName>Delilah A. Beaudry</CardHolderName>
856                  </PaymentCard>
857              </PaymentForm>
858              <Document ShareSynchInd="Inherit" ShareMarketInd="Inherit" DocIssueAuthority="US"
859  DocIssueLocation="Miami, FL" DocID="34985769574" DocType="2" EffectiveDate="1995-02-05"
860  ExpireDate="2005-02-05">
861                  <DocHolderName>Delilah A. Beaudry</DocHolderName>
862              </Document>
863              <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="DL"
864  MembershipID="589038475" TravelSector="1" LoyalLevel="Gold" SingleVendorInd="Alliance"
865  SignupDate="1985-04-23" EffectiveDate="1985-04-23"/>
866              <CustLoyalty ShareSynchInd="Inherit" ShareMarketInd="Inherit" ProgramID="Avis"
867  MembershipID="458574943" TravelSector="2" SingleVendorInd="SingleVndr" SignupDate="1998-11-05"
868  EffectiveDate="1998-11-05"/>
869              <EmployeeInfo>String</EmployeeInfo>
870              <EmployeeInfo>String</EmployeeInfo>
871          </Customer>
872          <PrefCollections ShareSynchInd="Inherit" ShareMarketInd="Inherit">
873              <PrefCollection ShareSynchInd="Inherit" ShareMarketInd="Inherit" TravelPurpose="1">
874                  <CommonPref ShareSynchInd="Inherit" ShareMarketInd="Inherit" SmokingAllowed="false"
875  PrimaryLangID="en-us" AltLangID="en-us">
876                      <PaymentFormPref PreferLevel="Preferred">Credit card</PaymentFormPref>
877                  </CommonPref>
```

```
878            </PrefCollection>
879          </PrefCollections>
880        </Profile>
881    </OTA_ProfileCreateRQ>
882
```

883 **13.1.1.2.   Event: Response**

884   On successful creation of the profile, Worldspan responds with a unique id for
885   Ms. Beaudry's profile.

886 **OTA_ProfileCreateRS.xml**

```
887    <?xml version="1.0" encoding="UTF-8"?>
888    <OTA_ProfileCreateRS xmlns="http://www.opentravel.org/OTA/2003/05"
889    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
890    xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05
891    OTA_ProfileCreateRS.xsd" EchoToken="45297" TimeStamp="2003-03-17T09:30:47-05:00"
892    Target="Production" Version="1.001" SequenceNmbr="1">
893        <Success/>
894        <UniqueID Type="21" ID="542084">
895            <CompanyName CompanyShortName="1P"/>
896        </UniqueID>
897    </OTA_ProfileCreateRS>
898
899
```

900   **14.1. Specification Versioning Table**

901   The first issue of the XML Schema is indicated by either a 'N' for new or the
902   actual version number in the release column.

	2001			2002		2003	
XSD Name	**A**	**B**	**C**	**A**	**B**	**A**	**B**
OTA_AirAvailRQ				N			2.000
OTA_AirAvailRS				N			1.001
OTA_AirBookRQ		N					2.000
OTA_AirBookRS		N					2.000
OTA_AirCommonTypes				N			2.000
OTA_AirDetailsRQ				N			1.001
OTA_AirDetailsRS				N			1.001
OTA_AirFlifoRQ					N		1.001
OTA_AirFlifoRS					N		1.001
OTA_AirLowFareSearchRQ				N			2.000
OTA_AirLowFareSearchRS				N			2.000
OTA_AirPreferences				N			1.001
OTA_AirPriceRQ				N			2.000
OTA_AirPriceRS				N			2.000
OTA_AirRulesRQ				N			2.000
OTA_AirRulesRS				N			2.000
OTA_AirScheduleRQ					N		1.001
OTA_AirScheduleRS					N		1.001
OTA_AirSeatMapRQ							1.000
OTA_AirSeatMapRS							1.000
OTA_CancelRQ					N		1.001
OTA_CancelRS					N		1.001
OTA_CommonPrefs				N			1.001
OTA_CommonTypes				N			1.001
OTA_DeleteRQ	N						1.001
OTA_DeleteRS	N						1.001
OTA_ErrorRS					N		1.001
OTA_GolfCommonTypes				N			1.001
OTA_GolfCourseAvailRQ			N				1.001
OTA_GolfCourseAvailRS			N				1.001
OTA_GolfCourseResRQ			N				1.001
OTA_GolfCourseResRS			N				1.001
OTA_GolfCourseSearchRQ			N				1.001
OTA_GolfCourseSearchRS			N				1.001
OTA_HotelAvailNotifRQ		N					1.001
OTA_HotelAvailNotifRS		N					1.001

XSD Name	2001			2002		2003	
	A	B	C	A	B	A	B
OTA_HotelAvailRQ		N					1.001
OTA_HotelAvailRS		N					1.001
OTA_HotelBookingRuleNotifRQ		N					1.001
OTA_HotelBookingRuleNotifRS		N					1.001
OTA_HotelCommNotifRQ		N					1.001
OTA_HotelCommNotifRS		N					1.001
OTA_HotelCommonTypes				N			1.001
OTA_HotelContentDescription					N		1.001
OTA_HotelDescriptiveContentNotifRQ		N					1.001
OTA_HotelDescriptiveContentNotifRS		N					1.001
OTA_HotelDescriptiveInfoRQ					N		1.001
OTA_HotelDescriptiveInfoRS					N		1.001
OTA_HotelGetMsgRQ		N					1.001
OTA_HotelGetMsgRS		N					1.001
OTA_HotelInvAdjustRQ		N					1.001
OTA_HotelInvAdjustRS		N					1.001
OTA_HotelInvBlockNotifRQ		N					1.001
OTA_HotelInvBlockNotifRS		N					1.001
OTA_HotelInvCountNotifRQ		N					1.001
OTA_HotelInvCountNotifRS		N					1.001
OTA_HotelInvNotifRQ		N					1.001
OTA_HotelInvNotifRS		N					1.001
OTA_HotelInvSyncRQ		N					1.001
OTA_HotelInvSyncRS		N					1.001
OTA_HotelPreferences		N					1.001
OTA_HotelRateAmountNotifRQ		N					1.001
OTA_HotelRateAmountNotifRS		N					1.001
OTA_HotelRatePlanNotifRQ		N					1.001
OTA_HotelRatePlanNotifRS		N					1.001
OTA_HotelReservation				N			1.001
OTA_HotelResModifyRQ						1.000	1.001
OTA_HotelResModifyRS						1.000	1.001
OTA_HotelResModifyNotifRQ							1.000
OTA_HotelResModifyNotiifRS							1.000
OTA_HotelResNotifRQ		N					1.001
OTA_HotelResNotifRS		N					1.001
OTA_HotelResRQ		N					1.001
OTA_HotelResRS		N					1.001
OTA_HotelRFP							1.000
OTA_Hotel_RFP_NotifRQ							1.000
OTA_Hotel_RFP_NotifRS							1.000
OTA_HotelRFP_RQ						1.000	1.001
OTA_HotelRFP_RS						1.000	2.000
OTA_HotelRoomListRQ					N		1.001
OTA_HotelRoomListRS					N		1.001

XSD Name	2001			2002		2003	
	A	B	C	A	B	A	B
OTA_HotelSearchRQ		N					1.001
OTA_HotelSearchRS		N					1.001
OTA_HotelStatsNotifRQ		N					1.001
OTA_HotelStatsNotifRS		N					1.001
OTA_HotelStatsRQ		N					1.001
OTA_HotelStatsRS		N					1.001
OTA_HotelStayInfoNotifRQ		N					1.001
OTA_HotelStayInfoNotifRS		N					1.001
OTA_HotelSummaryNotifRQ		N					1.001
OTA_HotelSummaryNotifRS		N					1.001
OTA_InsuranceBookRQ		N					1.001
OTA_InsuranceBookRS		N					1.001
OTA_InsuranceCommonTypes				N			1.001
OTA_InsurancePlanSearchRQ						1.000	1.001
OTA_InsurancePlanSearchRS						1.000	1.001
OTA_InsuranceQuoteRQ		N					1.001
OTA_InsuranceQuoteRS		N					1.001
OTA_LoyaltyAccountCreateRQ					N		1.001
OTA_LoyaltyAccountRS					N		1.001
OTA_LoyaltyCertificateCreateNotifRQ					N		1.001
OTA_LoyaltyCertificateCreateNotifRS					N		1.001
OTA_LoyaltyCertificateCreateRQ					N		1.001
OTA_LoyaltyCertificateCreateRS					N		1.001
OTA_LoyaltyCertificateRedemptionRQ					N		1.001
OTA_LoyaltyCertificateRedemptionRS					N		1.001
OTA_LoyaltyCommonTypes					N		1.001
OTA_MeetingProfile		N					1.001
OTA_PingRQ				N			1.001
OTA_PingRS				N			1.001
OTA_PkgAvailRQ			N				2.000
OTA_PkgAvailRS			N				2.000
OTA_PkgBookRQ			N				2.000
OTA_PkgBookRS			N				2.000
OTA_PkgCommonTypes				N			2.000
OTA_PkgReservation				N			2.000
OTA_Profile				N			1.001
OTA_ProfileCreateRQ				N			1.001
OTA_ProfileCreateRS				N			1.001
OTA_ProfileReadRS						1.000	1.001
OTA_RailAvailRQ					N		1.001
OTA_RailAvailRS					N		1.001
OTA_RailBookRQ					N		1.001
OTA_RailBookRS					N		1.001
OTA_RailCommonTypes					N		1.001
OTA_RailRetrieveRS					N		1.001

XSD Name	2001 A	2001 B	2001 C	2002 A	2002 B	2003 A	2003 B
OTA_ReadRQ	N						1.001
OTA_ResRetrieveRS							1.000
OTA_SimpleTypes				N			1.001
OTA_TravelItineraryReadRQ					N		1.001
OTA_TravelItineraryRS					N		2.000
OTA_UpdateRQ	N						1.001
OTA_UpdateRS	N						1.001
OTA_VehAvailRateRQ		N					1.001
OTA_VehAvailRateRS		N					2.000
OTA_VehCancelRQ				N			1.001
OTA_VehCancelRS				N			2.000
OTA_VehicleCommonTypes				N			2.000
OTA_VehLocDetailRQ					N		1.001
OTA_VehLocDetailRS					N		2.000
OTA_VehLocSearchRQ					N		1.001
OTA_VehLocSearchRS					N		2.000
OTA_VehModifyRQ				N			1.001
OTA_VehModifyRS				N			2.000
OTA_VehResRQ		N					1.001
OTA_VehResRS		N					2.000
OTA_VehRetResRQ				N			1.001
OTA_VehRetResRS				N			1.001

903

904 The following table lists XML Schemas that were created in the early versions of the
905 specification and were later either deprecated and/or replaced in one of the common type
906 OTA XML Schemas or by a new message.

XSD Name	2001 A	2001 B	2001 C	2002 A
Address			N	Deprecated – now included in OTA_CommonTypes as AddressInfoType
AirItinerary		N		Deprecated – now included in OTA_AirCommonTypes as AirItineraryType
AirTraveler		N		Deprecated – now included in OTA_AirCommonTypes as AirTravelerType
ArrivalDaysOfWeek		N		Deprecated – now included in OTA_SimpleTypes as DayOfWeekType
CancelPenalties		N		Deprecated - now included in OTA_HotelCommonTypes as CancelPenaltiesType
CommonAirSchema		N		Deprecated - now included in OTA_AirCommonTypes and OTA_CommonTypes
CompanyName		N		Deprecated - now included in OTA_CommonTypes as CompanyNameType

	2001			2002
XSD Name	**A**	**B**	**C**	**A**
Control	N	Deprecated		
DateTimeSpan		N		Deprecated – now included in OTA_CommonTypes as DateTimeSpanType
DestinationSystemCodes		N		Deprecated – now included in OTA_HotelCommonTypes as DestinationSystemCodesType
DOWPattern		N		Deprecated – now included in OTA_CommonTypes as DOW_PatternType
Email			N	Deprecated – now included in OTA_CommonTypes as EmailType.
GolfCourseRes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseResType
GolfCourseTeeTimes			N	Deprecated – now included in OTA_GolfCommonTypes as GolfCourseTeeTimeType
HotelReference		N		Deprecated – now included in OTA_CommonTypes as HotelReferenceGroup
InvBlockCode		N		Deprecated – now included in OTA_HotelCommonTypes as InvBlockCodeType
Memberships			N	Deprecated – now included in OTA_GolfCommonTypes as MembershipsType
OTA_CreateProfileRQ	N			Deprecated – message name changed to OTA_ProfileCreateRQ
OTA_CreateProfileRS	N			Deprecated – message name changed to OTA_ProfileCreateRS
OTA_ReadProfileRS	N			Deprecated – message name changed to OTA_ProfileReadRS
OTA_nvent	N	Deprecated –included in OTA_v2ent.xsd		
OTA_payloadRQ	N	Deprecated		
OTA_payloadRS	N	Deprecated		
OTA_pos		N		Deprecated – now included in OTA_CommonTypes as POS_Type
OTA_stderr	N	Deprecated – included in OTA_v2ent.xsd		
OTA_v2ent	N			Deprecated – replaced by OTA_ErrorRS.xsd
OTA_Privacy	N			Deprecated – now included in OTA_CommonTypes as PrivacyGroup
PackageRequest			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType
PaymentForm			N	Deprecated – now included in OTA_CommonTypes as PaymentFormType

	2001			2002
XSD Name	**A**	**B**	**C**	**A**
PersonName			N	Deprecated – now included in OTA_CommonTypes as PersonNameType
PkgCodeList			N	Deprecated – now included in OTA_PackageCommonTypes, OTA_CommonTypes, and OTA_SimpleTypes
PkgCommonElements			N	Deprecated – replaced with OTA_PackageCommonTypes
PackageInvoiceDetail			N	Deprecated – now included in OTA_PackageCommonTypes as PkgInvoiceDetail
PkgPackageSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PackageType
PkgPassengerListItem			N	Deprecated – now included in OTA_PackageCommonTypes as PkgPassengerListItem
PkgRoomProfile			N	Deprecated – now included in OTA_PackageCommonTypes as PkgRoomProfileType
PkgStdTypes			N	Deprecated – now included in OTA_PackageCommonTypes and OTA_CommonTypes
PkgTravelJourney			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelJourney
PkgTravelSegment			N	Deprecated – now included in OTA_PackageCommonTypes as PkgTravelSegment
Preferences			N	Deprecated – replaced with OTA_CommonPrefs
Privacy		N		Deprecated – now included in OTA_CommonTypes as PrivacyGroup
ProductDescriptions		N		Deprecated – now included in OTA_HotelCommonTypes as ProductDescriptionsType
Profile	N			Deprecated – replaced with OTA_Profile
ProfileRef		N		Deprecated – replaced with OTA_Profile
ProfileType		N		Deprecated – replaced with OTA_Profile
RoutingHop		N		Deprecated – now included in OTA_HotelCommonTypes as RoutingHopType
SellableProducts		N		Deprecated – now included in OTA_HotelCommonTypes as SellableProductsType
SpecialReqDetails		N		Deprecated – now included in OTA_AirCommonTypes as SpecialReqDetailsType
Statistics		N		Deprecated – now included in OTA_HotelCommonTypes as StatisticsType

	2001			2002
XSD Name	**A**	**B**	**C**	**A**
StatusApplicationControl		N		Deprecated – now included in OTA_HotelCommonTypes as StatusApplicatonControlType
Telephone			N	Deprecated – now included in OTA_CommonTypes as TelephoneType
Ticketing		N		Deprecated – now included in OTA_AirCommon Types as TicketingInfoType
TPA_Extensions			N	Deprecated – now included in OTA_CommonTypes as TPA_ExtensionsType
TravelerInfo		N		Deprecated – now included in OTA_AirCommonTypes as TravelrInfoType
UniqueId		N		Deprecated – now included in OTA_CommonTypes as UniqueID_Type
Viewership		N		Deprecated – now included in OTA_HotelCommonTypes as ViewershipsType
WrittenConfInst		N		Deprecated – now included in OTA_HotelCommonTypes as WrittenConfInstType

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