



## RMS Channel API

## **Company Background:**

RMS has been at the forefront of development of property and reservations management systems for over 30 years for the Holiday Park, Caravan and RV Park, Hotel, Motel and Apartment segments with specialty applications for the Mining, Defence, Facility and Shopping Centre industries.

The RMS property management system is now complemented with seamless, real time online bookings functionality to receive bookings from a property's website, the global distribution system and a broad range of third-party travel websites.

There are over 4,000 properties in 25 countries taking advantage of the unique ability to have online bookings, channel management and a front office system in a single application.

## **Technical Support:**

All support enquiries relating to the RMS API should be sent to [apisupport@rms.com.au](mailto:apisupport@rms.com.au) to ensure they are handled efficiently by the RMS API team.

## Overview:

RMS Channel API is an XML over SOAP interface intended to allow for easy integration with RMS property management system.

## Authentication:

RMS Channel Management API will send messages with an HTNG header using credentials provided by the CRS.

### SOAP Message with HTNG Header Example

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Header>
    <HTNGHeader
      xmlns="http://htng.org/1.1/Header/">
      <From>
        <systemId />
        <Credential>
          <userName>RMSTestUsername</userName>
          <password>RMSTestPassword</password>
        </Credential>
      </From>
      <To>
        <systemId />
      </To>
      <timeStamp>2016-02-24T17:23:35</timeStamp>
      <echoToken/>
      <transactionId/>
      <action>Response</action>
    </HTNGHeader>
  </soap:Header>
  <soap:Body>
    //OTA Request omitted for brevity
  </soap:Body>
</soap:Envelope>
```

# Supported Messages

RMS Channel Management API uses a set of messages defined in XML formats, based on the Open Travel Alliance (OTA) specifications for 2004A. Please refer to the OpenTravel documentation available at <http://www.opentravel.org/> for detailed information about the supported messages.

## Sent by partner to RMS

- OTA\_HotelDescriptiveInfoRQ – used to retrieve a list of active room types for a property
- OTA\_HotelRatePlanNotifRQ – used to retrieve a list of active rate plans for a property
- OTA\_HotelResNotifRQ – used to send new reservations
- OTA\_HotelResModifyNotifRQ – used to modify existing reservations
- OTA\_CancelRQ – used to cancel existing reservations

## Sent by RMS to partner

- OTA\_HotelBookingRuleNotifRQ – used to set stop sell, min stays, closed to arrival & closed to departure
- OTA\_HotelInvCountNotifRQ – used to send inventory
- OTA\_HotelRateAmountNotifRQ – used to update rates

# RMS Channel Management API Portal

## Send rates and availability

- User entered: The user can enter their own rates and availability values for a single rate/room type combo to send to themselves.
- Auto: Send all, the way RMS would for rooms/rates mapped in our test hotel.

## Get Rooms

- Retrieves rooms and rates and displays the generated combinations.

## Logs

- Show booking or rate and avail logs for the channel.

Channel Management API Portal can be accessed here:  
<https://testapiportal.rmscloud.com/>

Please contact API support at [apisupport@rms.com.au](mailto:apisupport@rms.com.au) for credentials to access the portal.

# Get Rooms

## OTA\_HotelDescriptiveInfoRQ

RMS will send 2 separate messages to retrieve information from the channel in order to compile the mapping required to associate rooms and rates between partner and RMS.

The following request is used to retrieve room types setup for the property specified by the HotelCode in the HotelDescriptiveInfo node:

### Example XML

```
< OTA_HotelDescriptiveInfoRQ xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd = "http://www.w3.org/2001/XMLSchema"
EchoToken = "08c2b973-493e-4682-9d25-84b7362535b7" Version = "0" xmlns =
"http://www.opentravel.org/OTA/2003/05" >
  < HotelDescriptiveInfos >
    < HotelDescriptiveInfo HotelCode = "9555" HotelName = "RMS Test Hotel" >
      < FacilityInfo SendGuestRooms = "True" />
    </ HotelDescriptiveInfo >
  </ HotelDescriptiveInfos >
</ OTA_HotelDescriptiveInfoRQ >
```

### Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
HotelDescriptiveInfos/ HotelDescriptiveInfo	Y	
@HotelCode	Y	Hotel Code
@HotelName		
HotelDescriptiveInfo/ FacilityInfo	Y	
@SendGuestRooms		Always "True"

## OTA\_HotelDescriptiveInfoRS

This response is expected to contain name and ID of all available rooms in the GuestRooms array.

### Example XML

```
< OTA_HotelDescriptiveInfoRS xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd = "http://www.w3.org/2001/XMLSchema" xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < Success > True </ Success >
  < HotelDescriptiveContents >
    < HotelDescriptiveContent >
      < FacilityInfo >
        < GuestRooms >
          < GuestRoom Code = "Q1BR" RoomTypeName = "One Bedroom Queen" />
          < GuestRoom Code = "ST1K" RoomTypeName = "Standard King" />
          < GuestRoom Code = "2BRTWIN" RoomTypeName = "Twin Two Bedroom" />
        </ GuestRooms >
      </ FacilityInfo >
    </ HotelDescriptiveContent >
  </ HotelDescriptiveContents >
</ OTA_HotelDescriptiveInfoRS >
```

### Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
HotelDescriptiveContents/ HotelDescriptiveContent	Y	
HotelDescriptiveContent/ FacilityInfo	Y	Hotel Code
FacilityInfo/ GuestRooms	Y	
GuestRooms/ GuestRoom	Y	
@Code	Y	The ID of the room.
@RoomTypeName		The name of the room.

# Get Rates

## OTA\_HotelRatePlanNotifRQ

RMS will send the following request to retrieve rate plan information.

### Example XML

```
< OTA_HotelRatePlanNotifRQ xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd = "http://www.w3.org/2001/XMLSchema" Version = "0" xmlns =
"http://www.opentravel.org/OTA/2003/05" >
  < RatePlans HotelCode = "9555" HotelName = "RMS Test Hotel" />
</ OTA_HotelRatePlanNotifRQ >
```

### Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
RatePlans	Y	
@HotelCode	Y	Hotel Code
@HotelName		Optional Hotel Name

## OTA\_HotelRatePlanNotifRS

This response is expected to contain a list of Rate Plan Codes for the property specified in the RatePlans node of the request.

### Example XML

```
<? xml version = "1.0" encoding = "UTF-8" ?>
< OTA_HotelRatePlanNotifRS Version = "0" xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd = "http://www.w3.org/2001/XMLSchema" xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < RatePlanCrossRefs >
    < RatePlanCrossRef ResponseRatePlanCode = "RACK" />
    < RatePlanCrossRef ResponseRatePlanCode = "AAA" />
  </ RatePlanCrossRefs >
</ OTA_HotelRatePlanNotifRS >
```

### Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
RatePlanCrossRefs/ RatePlanCrossRef	Y	
@ResponseRatePlanCode		



# Control Message

## OTA\_HotelBookingRuleNotifRQ

The OTA\_BookingRuleNotifRQ is the message that sends the notification of the rules and restrictions affecting the availability status of the hotel. RMS Channel Management API currently supports the following restrictions:

Restrictions		
Stop Sell	To Apply: To Remove:	RestrictionStatus Restriction="Master" Status="Close" RestrictionStatus Restriction="Master" Status="Open"
Closed to arrival	To Apply: To Remove:	RestrictionStatus Restriction="Arrival" Status="ClosedOnArrival" RestrictionStatus Restriction="Arrival" Status="Open"
Closed to departure	To Apply: To Remove:	RestrictionStatus Restriction="Departure" Status="Close" RestrictionStatus Restriction="Departure" Status="Open"
Length of Stay	Minimum: Maximum	MinMaxMessageType="SetMinLOS" MinMaxMessageType="SetMaxLOS"

The expected OTA\_HotelBookingRuleNotifRS should contain the word "Success" or the request will be treated as a failed request.

### Example XML

```
< OTA_HotelBookingRuleNotifRQ
  xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd = "http://www.w3.org/2001/XMLSchema" EchoToken = "400791a0-90e4-46ff-b851-22d3b258c47c"
  Version = "0" xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < RuleMessages HotelCode = "95555" HotelName = "RMS Test Hotel" >
    < RuleMessage >
      < StatusApplicationControl RatePlanCode = "717" InvTypeCode = "7281" />
      < BookingRules >
        < BookingRule Start = "2019-11-07" End = "2019-11-07" >
          < LengthsOfStay >
            < LengthOfStay Time = "9" TimeUnit = "Day" MinMaxMessageType = "SetMaxLOS" />
            < LengthOfStay Time = "3" TimeUnit = "Day" MinMaxMessageType = "SetMinLOS" />
          </ LengthsOfStay >
          < RestrictionStatus Restriction = "Arrival" Status = "ClosedOnArrival" />
        </ BookingRule >
        < BookingRule Start = "2019-11-08" End = "2019-11-08" >
          < RestrictionStatus Restriction = "Master" Status = "Close" />
        </ BookingRule >
        < BookingRule Start = "2019-11-08" End = "2019-11-08" >
          < RestrictionStatus Restriction = "Departure" Status = "Close" />
        </ BookingRule >
      </ BookingRules >
      < UniqueID Type = "16" Instance = "DeltaLoad" ID_Context = "1" />
    </ RuleMessage >
  </ RuleMessages >
</ OTA_HotelBookingRuleNotifRQ >
```

## Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
RuleMessages	Y	
@HotelCode	Y	The ID of the hotel.
@HotelName		The name of the hotel
RuleMessages/RuleMessage	Y	
RuleMessage/ StatusApplicationControl	Y	
@InvTypeCode	Y	The ID of the room.
@RatePlanCode	Y	The ID of the rate.
RuleMessage/BookingRules	Y	
BookingRules/BookingRule	Y	
@Start	Y	The starting value of the time span [yyyy-MM-dd]
@End	Y	The ending value of the time span [yyyy-MM-dd]
BookingRule/LengthsOfStay		Optional, used for length of stays
LengthsOfStay/LengthOfStay		Mandatory if LengthsOfStay is used
@Time		Mandatory if BookingRule/LengthsOfStay is used. Defines length of stay duration
@TimeUnit		Mandatory if LengthsOfStay is used Always = Day
@MinMaxMessageType		Mandatory if LengthsOfStay is used An enumerated type used to define how the minimum and maximum LOS is applied. <b>SetMinLOS</b> = Minimum length of stay <b>SetMaxLOS</b> = Maximum length of stay
BookingRule/RestrictionStatus		Optional, used to set/remove stop sells, closed to arrival and closed to departure.
@Restriction		Mandatory if RestrictionStatus is used, Enumeration values: <b>Master</b> = to set stop sells <b>Arrival</b> = to set Closed to arrival <b>Departure</b> = to set closed To departure
@Status		Mandatory if RestrictionStatus is used Enumeration values: <b>Open</b> = Open room for sale <b>Close</b> = Stop sell

# Inventory

## OTA\_HotelInvCountNotifRQ

This message sends a notification to synchronize the inventory available for sale at the hotel.

The expected OTA\_HotelInvCountNotifRS should contain the word “Success” or the request will be treated as a failed request.

### Example XML

```
< OTA_HotelInvCountNotifRQ
  xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd = "http://www.w3.org/2001/XMLSchema" EchoToken = "27009fb3-b513-4aaf-8ba6-02ef6b617379"
  Version = "0"
  xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < Inventories HotelCode = "7599" >
  < Inventory >
    < StatusApplicationControl Start = "2019-11-07" End = "2019-11-07" InvTypeCode = "7281" />
    < InvCounts >
      < InvCount Count = "12" />
    </ InvCounts >
  </ Inventory >
</ Inventories >
</ OTA_HotelInvCountNotifRQ >
```

### Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
Inventories	1	
@HotelCode	1	The ID of the hotel.
Inventories/Inventory	1	
Inventory/ StatusApplicationControl	1	
@Start	1	The starting value of the time span [yyyy-MM-dd]
@End	1	The ending value of the time span [yyyy-MM-dd]
@InvTypeCode	1	The ID of the room
Inventory/InvCounts/InvCount	1	
@Count	1	An integer representing the count.

# Rates

## OTA\_HotelRateAmountNotifRQ

This API is used to sync existing rates. In the request, the AmountBeforeTax/ AmountAfterTax and NumberOfGuests attributes are sent and multiple entries are passed for different numbers of guests.

The expected OTA\_HotelRateAmountNotifRS should contain the word “Success” or the request will be treated as a failed request.

### Example XML

```
< OTA_HotelRateAmountNotifRQ
  xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd = "http://www.w3.org/2001/XMLSchema" EchoToken = "e08d1c34-2b24-4861-934f-454b817de04b"
  Version = "0" HotelCode = "95555"
  xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < RateAmountMessages HotelCode = "95555" HotelName = "RMS Test Hotel" >
    < RateAmountMessage >
      < StatusApplicationControl RatePlanCode = "RACK" InvTypeCode = "TWIN2BR" />
      < Rates >
        < Rate Start = "2020-01-01" End = "2020-01-15" >
          < BaseByGuestAmts >
            < BaseByGuestAmt AmountBeforeTax = "515" NumberOfGuests = "2" />
          </ BaseByGuestAmts >
        </ Rate >
      </ Rates >
    </ RateAmountMessage >
  </ RateAmountMessages >
</ OTA_HotelRateAmountNotifRQ >
```

## Required XML Elements and Attributes

Elements / @Attribute	Required	Comments
RateAmountMessages	1	
@HotelCode	1	The ID of the hotel.
@HotelName		
RateAmountMessages/ RateAmountMessage	1	
StatusApplicationControl	1	
@RatePlanCode	1	The ID of the rate
@InvTypeCode	1	The ID of the room
RateAmountMessage/ Rates	1	
Rates/Rate	1	
@Start	1	The starting value of the time span [yyyy-MM-dd]
@End	1	The ending value of the time span [yyyy-MM-dd]
Rate/BaseByGuestAmts	1	
BaseByGuestAmts/ BaseByGuestAmt	1	
@AmountBeforeTax; OR @AmountAfterTax	1	Total Amount
@NumberOfGuests	1	The number of guests associated with this base charge
@AgeQualifyingCode	1	Always = 10 (adult)
Rate/ AdditionalGuestAmounts		
AdditionalGuestAmounts/ AdditionalGuestAmount		
@AgeQualifyingCode		Always = 8 (child)
@Amount		Total Amount

# Bookings

Channel Management API accepts reservations via the following message types:

- OTA\_HotelResNotifRQ to create new bookings,
- OTA\_HotelResModifyNotifRQ to modify existing booking, and
- OTA\_CancelRQ to cancel

If the request was successfully received & processed, we respond with the CRS & PMS confirmation numbers; in case of a failed request, a warning node that contains the reason for failure will be returned.

The test reservation endpoint is:

[https://api.rms.com.au/test/ota\\_api/api/rmsgeneric/booking\\_submit](https://api.rms.com.au/test/ota_api/api/rmsgeneric/booking_submit)

# Bookings

## OTA\_HotelResNotifRQ

Hotel Reservation Notif Request supports the functionality of updating other systems with reservation data. The message 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.

In order for us to properly process modifications and cancellations:

- “ID\_Context” of the “UniqueID” node, and “ResID\_SourceContext” of the “HotelReservationID” node must be “CrsConfirmNumber”
- “ID” of the “UniqueID” node, and ”ResID\_Value” of the ”HotelReservationID” node of the “ResGlobalInfo” node must include the same confirmation number

The RatePlanCode of the RatePlan node must be populated with the rate plan of the extranet that is returned from the OTA\_HotelDescriptiveInfoRS.

We use the “AmountAfterTax” property of the “Total” node in the “RoomStay” node for the rate/tariff value.

In the optional “Services” node, “ServiceInventoryCode” should match RMS Requirement Name, “Quantity” should reflect requirement quantity, and “AmountAfterTax” property of the “Total” node in the “Services” node should be populated with the price value.

### Example XML

```
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ns1="http://www.opentravel.org/OTA/2003/05"
  xmlns:ns2="http://htng.org/1.1/Header/">
  <SOAP-ENV:Header>
    <HTNGHeader>
      <From>
        <systemId>TestChannel01</ns2:systemId>
        <Credential>
          <userName>RMSTestUser</ns2:userName>
          <password>aRMSTestPassword</ns2:password>
        </Credential>
      </From>
    </HTNGHeader>
  </SOAP-ENV:Header>
  <SOAP-ENV:Body>
    <OTA_HotelResNotifRQ ResStatus="Book" EchoToken="874918bb-15fb-4452-bd64-
      2f44b5e32a89" TimeStamp="2019-10-27T11:34:53+11:00" Version="4">
      <HotelReservations>
        <HotelReservation RoomStayReservation="true" CreateDateTime="2019-10-
          27T11:34:53+11:00" CreatorID="TestChannel">
          <UniqueID Type="14" ID="69915" ID_Context="CRSConfirmNumber" />

          <RoomStays>
            <RoomStay>
              <RoomTypes>
                <RoomType NumberOfUnits="1" IsRoom="true" RoomTypeCode="60605">
                  <RoomDescription Name="RoomA" />
                </RoomType>
              </RoomTypes>
              <RatePlans>
                <RatePlan BookingCode="" RatePlanCode="BAR" RatePlanType="Unknown"
                  EffectiveDate="2019-12-21" ExpireDate="2019-12-28">
                  <RatePlanDescription Name="RoomA" />
                  <RatePlanInclusions TaxInclusive="true" />
                </RatePlan>
              </RatePlans>
              <RoomRates>
                <RoomRate RoomTypeCode="60605" NumberOfUnits="1" RatePlanCode="BAR" />
              </RoomRates>
              <GuestCounts IsPerRoom="true">
                <GuestCount AgeQualifyingCode="10" Count="4" />
                <GuestCount AgeQualifyingCode="8" Count="0" />
              </GuestCounts>
              <TimeSpan Start="2019-12-21" End="2019-12-28" />
              <Total AmountAfterTax="1872.50" CurrencyCode="AUD" DecimalPlaces="2" />
              <BasicPropertyInfo HotelCode="12345" HotelName="RMS Test Property" />
            </RoomStay>
          </RoomStays>

          <Services>
            <Service ServiceInventoryCode="Fresh Flowers" Quantity="1">
              <Price>
                <Total AmountAfterTax="15" />
              </Price>
            </Service>
            <Service ServiceInventoryCode="Daily Fruit" Quantity="2">
              <Price>
```



```

        <Total AmountAfterTax="5" />
    </Price>
</Service>
</Services>

<ResGuests>
    <ResGuest ResGuestRPH="1" ArrivalTime="14:00:00" PrimaryIndicator="true">
        <Profiles>
            <ProfileInfo>
                <Profile>
                    <Customer>
                        <PersonName>
                            <GivenName>Bob</GivenName>
                            <Surname>Smith</Surname>
                        </PersonName>
                        <Telephone PhoneNumber="0123456789" />
                        <Email>bob.smith@test.com</Email>
                    </Customer>
                </Profile>
            </ProfileInfo>
        </Profiles>
    </ResGuest>
</ResGuests>

<ResGlobalInfo>
    <Guarantee GuaranteeCode="CreditCard">
        <GuaranteesAccepted>
            <GuaranteeAccepted PaymentTransactionTypeCode="reserve">
                <PaymentCard CardCode="VI" CardNumber="*****1234"
                    SeriesCode="123" ExpireDate="1022">
                    <CardHolderName>Bob Smith</CardHolderName>
                </PaymentCard>
            </GuaranteeAccepted>
        </GuaranteesAccepted>
    </Guarantee>
    <DepositPayments>
        <GuaranteePayment>
            <AmountPercent CurrencyCode="AUD" Amount="173.25" />
        </GuaranteePayment>
    </DepositPayments>
    <Total AmountAfterTax="1872.50" CurrencyCode="AUD" />
    <HotelReservationIDs>
        <HotelReservationID ResID_Type="14" ResID_Value="69915"
            ResID_Source="TestChannel" ResID_SourceContext="CrsConfirmNumber" />
    </HotelReservationIDs>
    <BasicPropertyInfo HotelCode="12345" HotelName="RMS Test Property" />
</ResGlobalInfo>
</HotelReservation>
</HotelReservations>
</OTA_HotelResNotifRQ>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

## Required XML Elements and Attributes

Elements / @Attribute	Type	Comments
<b>HotelReservations/ HotelReservation</b>		
RateAmountMessages	[boolean]	Always "true"
@CreateDateTime	[date]	
@CreatorID	[string]	
<b>HotelReservation/UniqueID</b>		
@Type	[boolean]	Always 14
@ID	[string]	CRS Confirmation Number, this should match the Res_ID under ResGlobalInfo/ HotelReservation-IDs/ HotelReservationID
@ID_Context	[string]	Always "CrsConfirmNumber"
<b>HotelReservation/ RoomStays/ RoomStay</b>		
<b>RoomStay/ RoomTypes/ RoomType</b>		
@NumberOfUnits	[integer]	
@IsRoom	[boolean]	
@RoomTypeCode	[string]	
RoomType/ RoomDescription		
@Name	[string]	
<b>RoomStay/ RatePlans/ RatePlan</b>		
@RatePlanCode	[string]	
@EffectiveDate	[date]	Applicable from date yyyy-mm-dd
@ExpireDate	[date]	Applicable to date yyyy-mm-dd
RatePlan/ RatePlanDescription		
@Name	[string]	included as CDATA, to prevent invalid characters from breaking the XML
RatePlan/ RatePlanInclusions		
@TaxInclusive	[boolean]	true/false
<b>RoomStay/ RoomRates/ RoomRate</b>		
@RoomTypeCode	[string]	
@NumberOfUnits	[integer]	Number of rooms required
@RatePlanCode	[string]	
<b>RoomStay/ GuestCounts</b>		
@IsPerRoom	[boolean]	
GuestCounts/ GuestCount		
@AgeQualifyingCode	[integer]	Adult = 10, Child = 8
@Count	[integer]	
<b>RoomStay/ TimeSpan</b>		
@Start	[date]	yyyy-mm-dd
@End	[date]	yyyy-mm-dd

Elements / @Attribute	Type	Comments
<b>RoomStay/Total</b>		
@AmountBeforeTax	[decimal]	Send either AmountBeforeTax or AmountAfterTax
@AmountAfterTax	[decimal]	
@CurrencyCode	[string]	
@DecimalPlaces	[integer]	Always use "2"
<b>RoomStay/ BasicPropertyInfo</b>		
@HotelCode	[string]	
@HotelName	[string]	
<b>HotelReservation/ RoomStays/ RoomStay</b>		
@ServiceInventoryCode	[string]	Service Inventory Code must match the requirement name in RMS in order to populate on the reservation
@Quantity	[integer]	
<b>Service/ Price/ Total</b>		
@AmountBeforeTax	[decimal]	Send either AmountBeforeTax or AmountAfterTax
@AmountAfterTax	[decimal]	
<b>HotelReservation/ ResGuests/ ResGuest</b>		
@ResGuestRPH		
@PrimaryIndicator	[boolean]	
<b>ResGuest/ Profiles/ ProfileInfo/ Profile</b>		
@ProfileType	[integer]	use "1" for guest and "4" for source travel agent
<b>Profile/ Customer</b>		
@Birthdate	[date]	yyyy-mm-dd
Customer/ PersonName		
PersonName/ GivenName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
PersonName/ Surname	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Telephone		
@PhoneNumber	[integer]	
Customer/Email	[string]	
Customer/ Address		
@Type	[integer]	
@Remark	[string]	
@CompanyName	[string]	
@FormattedInd	[boolean]	true/false
@DefaultInd	[boolean]	true/false

Elements / @Attribute	Type	Comments
Customer/ Address / AddressLine	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / CityName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / PostalCode	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / StateProv	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / CountryName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>Profile/ CompanyInfo</b>		
CompanyInfo/ CompanyName		
<b>HotelReservation/ ResGlobalInfo</b>		
<b>ResGlobalInfo/ Comments/ Comment</b>		
Comment/ Text	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>ResGlobalInfo/ Guarantee</b>		
@GuaranteeCode		
Guarantee/ GuaranteesAccepted/ GuaranteeAccepted		
@PaymentTransactionTypeCode		
GuaranteeAccepted/ PaymentCard		
@CardCode		
@CardNumber		
@SeriesCode		
@ExpireDate		
PaymentCard/ CardHolderName		
<b>ResGlobalInfo/ DepositPayments/ GuaranteePayment</b>		
GuaranteePayment/ AmountPercent		
@CurrencyCode		
@Amount		
<b>ResGlobalInfo/ Total</b>		
@AmountBeforeTax	[decimal]	
@AmountAfterTax	[decimal]	
@CurrencyCode	[string]	
@DecimalPlaces	[integer]	
<b>ResGlobalInfo/ HotelReservationIDs/ HotelReservationID</b>		
@ResID_Type	[string]	Always 14
@ResID_Value	[string]	CRS identifier for this booking
@ResID_Source	[string]	Always CRS
@ResID_SourceContext	[string]	Always "CrsConfirmNumber"

## OTA\_HotelResNotifRS

We respond with the CRS and PMS confirmation numbers and, in case of a failed request, a warning node that contains the reason for failure. The expected Response back should contain the node "Success" or the Request will be treated as a failed request.

### Example XML

```
< OTA_HotelRateAmountNotifRQ
  xmlns:xsi = "http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd = "http://www.w3.org/2001/XMLSchema" EchoToken = "e08d1c34-2b24-4861-934f-454b817de04b"
  Version = "0" HotelCode = "95555"
  xmlns = "http://www.opentravel.org/OTA/2003/05" >
  < RateAmountMessages HotelCode = "95555" HotelName = "RMS Test Hotel" >
    < RateAmountMessage >
      < StatusApplicationControl RatePlanCode = "RACK" InvTypeCode = "TWIN2BR" />
      < Rates >
        < Rate Start = "2020-01-01" End = "2020-01-15" >
          < BaseByGuestAmts >
            < BaseByGuestAmt AmountBeforeTax = "515" NumberOfGuests = "2" />
          </ BaseByGuestAmts >
        </ Rate >
      </ Rates >
    </ RateAmountMessage >
  </ RateAmountMessages >
</ OTA_HotelRateAmountNotifRQ >
```

# Modified Bookings

## OTA\_HotelResModifyNotifRQ

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.

In order for us to track the modified reservation to the existing reservation in RMS:

- “ID\_Context” of the “UniqueID” node, and “ResID\_SourceContext” of the “HotelReservationID” node must be “CrsConfirmNumber”
- “ID” of the “UniqueID” node, and “ResID\_Value” of the “HotelReservationID” node of the “ResGlobalInfo” node must match the existing reservation in RMS

### Example XML

```
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ns1="http://www.opentravel.org/OTA/2003/05"
  xmlns:ns2="http://htng.org/1.1/Header">
  <SOAP-ENV:Header>
    <HTNGHeader>
      <From>
        <systemId>TestChannel01</systemId>
        <Credential>
          <userName>RMSTestUser</userName>
          <password>aRMSTestPassword</password>
        </Credential>
      </From>
    </HTNGHeader>
  </SOAP-ENV:Header>
  <SOAP-ENV:Body>
    <OTA_HotelResModifyNotifRQ ResStatus="Book" EchoToken="874918bb-15fb-4452-bd64-2f44b5e32a89" TimeStamp="2019-10-27T11:34:53+11:00" Version="4">
      <HotelResModifies>
        <HotelResModify CreateDateTime="2019-10-27T11:34:53+11:00"
          RoomStayReservation="true" CreatorID="TestChannel">
          <UniqueID Type="14" ID="69915" ID_Context="CRSConfirmNumber" />

          <RoomStays>
            <RoomStay>
              <RoomTypes>
                <RoomType NumberOfUnits="1" IsRoom="true" RoomTypeCode="60605">
                  <RoomDescription Name="RoomA" />
                </RoomType>
              </RoomTypes>
              <RatePlans>
                <RatePlan BookingCode="" RatePlanCode="BAR" RatePlanType="Unknown"
                  EffectiveDate="2019-12-21" ExpireDate="2019-12-28">
                  <RatePlanDescription Name="RoomA" />
                </RatePlan>
              </RatePlans>
            </RoomStay>
          </HotelResModify>
        </HotelResModifies>
      </OTA_HotelResModifyNotifRQ>
    </SOAP-ENV:Body>
  </SOAP-ENV:Envelope>
```

```

        <RatePlanInclusions TaxInclusive="false" />
    </RatePlan>
</RatePlans>
<RoomRates>
    <RoomRate RoomTypeCode="60605" NumberOfUnits="1" RatePlanCode="BAR" />
</RoomRates>
<GuestCounts IsPerRoom="true">
    <GuestCount AgeQualifyingCode="10" Count="4" />
    <GuestCount AgeQualifyingCode="8" Count="0" />
</GuestCounts>
<TimeSpan Start="2019-12-21" End="2019-12-28" />
<Total AmountAfterTax="1872.50" CurrencyCode="AUD" DecimalPlaces="2" />
<BasicPropertyInfo HotelCode="12345" HotelName="RMS Test Property" />
</RoomStay>
</RoomStays>

<Services>
    <Service ServiceInventoryCode="Fresh Flowers" Quantity="1">
        <Price>
            <Total AmountAfterTax="15" />
        </Price>
    </Service>
    <Service ServiceInventoryCode="Daily Fruit" Quantity="2">
        <Price>
            <Total AmountAfterTax="5" />
        </Price>
    </Service>
</Services>

<ResGuests>
    <ResGuest ResGuestRPH="1" ArrivalTime="14:00:00" PrimaryIndicator="true">
        <Profiles>
            <ProfileInfo>
                <Profile>
                    <Customer>
                        <PersonName>
                            <GivenName>Bob</GivenName>
                            <Surname>Smith</Surname>
                        </PersonName>
                        <Telephone PhoneNumber="0123456789" />
                        <Email>bob.smith@test.com</Email>
                    </Customer>
                </Profile>
            </ProfileInfo>
        </Profiles>
    </ResGuest>
</ResGuests>

<ResGlobalInfo>
    <Guarantee GuaranteeCode="CreditCard">
        <GuaranteesAccepted>
            <GuaranteeAccepted PaymentTransactionTypeCode="reserve">
                <PaymentCard CardCode="VI" CardNumber="*****1234"
                    SeriesCode="123" ExpireDate="1022">
                    <CardHolderName>Bob Smith</CardHolderName>
                </PaymentCard>
            </GuaranteeAccepted>
        </GuaranteesAccepted>
    </Guarantee>

```

```
<DepositPayments>
  <GuaranteePayment>
    <AmountPercent CurrencyCode="AUD" Amount="173.25" />
  </GuaranteePayment>
</DepositPayments>
<Total AmountAfterTax="1872.50" CurrencyCode="AUD" />

<HotelReservationIDs>
  <HotelReservationID ResID_Type="14" ResID_Value="12346" ResID_Source="CRS"
    ResID_SourceContext="CrsConfirmNumber"/>
  <HotelReservationID ResID_Type="14" ResID_Value="5363103"
    ResID_Source="PMS" ResID_SourceContext="PmsConfirmNumber"/>
</HotelReservationIDs>

  <BasicPropertyInfo HotelCode="12345" HotelName="RMS Test Property" />
</ResGlobalInfo>
</HotelResModify>
</HotelResModifies>
</OTA_HotelResModifyNotifRQ>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```



## XML Elements and Attributes

Elements / @Attribute	Type	Comments
<b>HotelReservations/ HotelReservation</b>		
@RoomStayReservation	[boolean]	Always “true”
@CreateDateTime	[date]	
@CreatorID	[string]	
<b>HotelReservation/UniqueID</b>		
@Type	[integer]	Always 14
@ID	[string]	CRS Confirmation Number, this should match the Res_ID under ResGlobalInfo/ HotelReservationIDs/ HotelReservationID
@ID_Context	[string]	Always “CrsConfirmNumber”
<b>HotelReservation/ RoomStays/ RoomStay</b>		
<b>RoomStay/ RoomTypes/ RoomType</b>		
@NumberOfUnits	[integer]	
@IsRoom	[boolean]	
@RoomTypeCode	[string]	
RoomType/ RoomDescription		
@Name	[string]	
<b>RoomStay/ RatePlans/ RatePlan</b>		
@RatePlanCode	[string]	
@EffectiveDate	[date]	Applicable from date yyyy-mm-dd
@ExpireDate	[date]	Applicable to date yyyy-mm-dd
RatePlan/ RatePlanDescription		
@Name	[string]	included as CDATA, to prevent invalid characters from breaking the XML
RatePlan/ RatePlanInclusions		
@TaxInclusive	[boolean]	true/false
<b>RoomStay/ RoomRates/ RoomRate</b>		
@RoomTypeCode	[string]	
@NumberOfUnits	[integer]	Number of rooms required
@RatePlanCode	[string]	
<b>RoomStay/ GuestCounts</b>		
@IsPerRoom	[boolean]	
GuestCounts/ GuestCount		
@AgeQualifyingCode	[integer]	Adult = 10, Child = 8
@Count	[integer]	
<b>RoomStay/ TimeSpan</b>		
@Start	[date]	yyyy-mm-dd
@End	[date]	yyyy-mm-dd

Elements / @Attribute	Type	Comments
<b>RoomStay/Total</b>		
@AmountBeforeTax	[decimal]	
@AmountAfterTax	[decimal]	
@CurrencyCode	[string]	
@DecimalPlaces	[integer]	Always use "2"
<b>RoomStay/ BasicPropertyInfo</b>		
@HotelCode	[string]	
@HotelName	[string]	
<b>HotelResModify/ Services/ Service</b>		
@ServiceInventoryCode	[string]	
@Quantity	[integer]	
<b>Service/ Price/ Total</b>		
@AmountBeforeTax	[decimal]	
@AmountAfterTax	[decimal]	
<b>HotelResModify/ ResGuests/ ResGuest</b>		
@ResGuestRPH	[integer]	
@PrimaryIndicator	[boolean]	
<b>ResGuest/ Profiles/ ProfileInfo/ Profile</b>		
@ProfileType	[integer]	use "1" for guest and "4" for source travel agent
<b>Profile/ Customer</b>		
@Birthdate	[date]	yyyy-mm-dd
Customer/ PersonName		
PersonName/ GivenName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
PersonName/ Surname	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Telephone		
@PhoneNumber	[integer]	
Customer/Email	[string]	
Customer/ Address		
@Type	[integer]	
@Remark	[string]	
@CompanyName	[string]	
@FormattedInd	[boolean]	true/false
@DefaultInd	[boolean]	true/false
Customer/ Address / AddressLine	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / CityName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.

Elements / @Attribute	Type	Comments
Customer/ Address / PostalCode	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / StateProv	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
Customer/ Address / CountryName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>Profile/ CompanyInfo</b>		
CompanyInfo/ CompanyName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>HotelResModify/ ResGlobalInfo</b>		
<b>ResGlobalInfo/ Comments/ Comment</b>		
Comment/ Text	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>ResGlobalInfo/ Guarantee</b>		
@GuaranteeCode	[string]	
Guarantee/ GuaranteesAccepted/ GuaranteeAccepted		
@PaymentTransactionTypeCode	[string]	
GuaranteeAccepted/ PaymentCard		
@CardCode	[string]	
@CardNumber	[string]	
@SeriesCode		
@ExpireDate	[date]	mmyy
PaymentCard/ CardHolderName	[string]	included as CDATA, to prevent invalid characters from breaking the XML.
<b>ResGlobalInfo/ DepositPayments/ GuaranteePayment</b>		
GuaranteePayment/ AmountPercent		
@CurrencyCode	[string]	
@Amount	[decimal]	
<b>ResGlobalInfo/ Total</b>		
@AmountBeforeTax	[decimal]	
@AmountAfterTax	[decimal]	
@CurrencyCode	[string]	
@DecimalPlaces	[integer]	
<b>ResGlobalInfo/ HotelReservationIDs/ HotelReservationID</b>		
@ResID_Type	[string]	Always 14
@ResID_Value	[string]	CRS identifier for this booking
@ResID_Source	[string]	Always CRS
@ResID_SourceContext	[string]	Always "CrsConfirmNumber"

# Cancelled Bookings

## OTA\_Cancel

In order for us to properly process cancellations:

- “ID\_Context” of the “UniqueID” node, and “ResID\_SourceContext” of the “HotelReservationID” node must be “CrsConfirmNumber”
- “ID” of the “UniqueID” node, and ”ResID\_Value” of the ”HotelReservationID” node of the “ResGlobalInfo” node must match the existing reservation in RMS

We respond with the CRS and PMS confirm numbers as well as a warning node that contains the reason for failure, if such exists.

The expected Response back should contain the node “Success” or the Request will be treated as a failed request.

### Example XML

```
<OTA_CancelRQ EchoToken="5f535cf-7d8d-4054-b96c-53c6cb890474" PrimaryLangID="en" TimeStamp="2019 06-03T00:03:19" Version="4" CancelType="Cancel" xmlns="http://www.opentravel.org/OTA/2003/05">
  < TPA_Extensions >
    < BasicPropertyInfo HotelCode = "955555" HotelName = "RMS Test Hotel" />
  </ TPA_Extensions >
  < UniqueID Type = "14" ID = "812395" ID_Context = "CrsConfirmNumber" />
  < UniqueID Type = "14" ID = "194953931" ID_Context = "PmsConfirmNumber" />
</ OTA_CancelRQ >
```

### XML Elements and Attributes

Name	Type	Required	Comments
TPA_Extension/ BasicPropertyInfo		1	
@HotelCode	[string]	1	The ID of the hotel.
@HotelName	[string]	1	Name of the Hotel
UniqueID		1	
@Type		1	Always = 14
@ID	[string]	1	ID of the reservation
@ID_Context	[string]	1	Source of the ID