Customer Profile Specification 2012A

Version 1.0

11 May 2012

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1 This Specification at a Glance

This specification details a set of core services and a schema for customer profiles with the goals of:

- Enabling a richer and more structured customer profile
- Providing web services to facilitate customer profile interactions across an architecture

While including some basic loyalty information, it is the intent of the workgroup to visit loyalty in depth in a later version.

Significant changes to the customer profile include:

- Globalization (Language, Addresses)
- Social Media
- Preferences (enabling structured preferences rather than 'notes and comments')

This specification is designed to be implemented in any system that creates, updates or otherwise interacts with customer profiles.

2 Document Information

2.1 Document History

Version	Date	Author	Comments
0.02	30 Sep 2011	Customer Profile Workgroup	Created Search Profiles use case
0.03	6 Oct 2011	Frank Pitsikalis	Added Update Profile use case
0.03	11 Oct 2011	Matthew Morris	Added Read Profile use case
0.04	14 Oct 2011	Customer Profile Workgroup	Updated use cases
0.06	21 Oct 2011	Judy Simons, Stephanie De Celis	Added Create Profile use case
0.07	31 Oct 2011	Mark Haley	Added Merge Profile and Unmerge Profile use cases
0.08	24 Feb 2012	Micah Friedman/ Workgroup	Updated Sections 1 and 2
0.09	20 Mar 2012	Jay Rosamilia & Micah Friedman	Added Implementation Notes, removed Unmerge Profile use case
0.10	20 Mar 2012	Jay Rosamilia	Added Message Flow Diagrams. Seeded Sample Messages and Data Element Tables.
0.11	12 Apr 2012	Jay Rosamilia	Completed all Data Element Tables. Added caveat regarding OpenTravel releases to Known Limitations section. Completed sample messages.
0.12	13 Apr 2012	Kylene Reese	Final editing of document
0.90	13 Apr 2012	Kylene Reese	Member review period
0.91	27 Apr 2012	Kylene Reese	Addressed member comments
0.92	4 May 2012	Kylene Reese	Vote period
1.0	11 May 2012	Customer Profile Workgroup	2012A Release

2.2 Document Purpose

This specification details a set of core services and a schema for customer profiles with the goals of enabling a richer and more structured customer profile and provides web services to facilitate customer profile interactions across an architecture. This document provides a framework for trade partners to define various attributes of the customer profile specific to their domain, especially when codes and values are referenced.

2.3 Scope

This specification is designed to provide a set of core services to be implemented within any system which creates, updates or otherwise interacts with customer profiles. This specification includes some basic loyalty information. However, it is the intent of the workgroup to visit loyalty in depth in a later version.

2.4 Relationship to Other Standards

This Customer Profile specification is based on and builds upon the OpenTravel schema.

2.5 Audience

The specification is designed for software vendors, integrators and hoteliers.

2.6 Overview

Section 3 – Component Scenarios

This section includes the scenario overviews, diagrams, roles, use cases, data element tables, and sample messages regarding each of the scenarios. The technical artifacts (XSDs and WSDLs) for the certification release of this specification can be found in a separate ZIP file included with specification.

Section 4 – Messages

This section includes data element tables for request and response.

Section 5 – Appendices

This section includes terms, implementation requirements, links, any referenced documents, as well as common HTNG schema components referenced in this document.

2.7 Known Limitations

This specification does not fully address loyalty- and marketing-specific considerations.

The shaded rows in the Data Element Tables in Section Four below are not currently in the OpenTravel Alliance customer profile specification. It is the intention of the HTNG Customer Profile Workgroup to collaborate with the OpenTravel Alliance in order to get these changes accepted into a future specification. Please note that these areas are subject to change and

revision in the OpenTravel Alliance specification as well as a future version of a HTNG Customer Profile Workgroup specification (in the case that OpenTravel Alliance had further comments/concerns). Please coordinate with HTNG (by emailing workgroups@htng.org) or the Customer Profile Workgroup for more information or with specific concerns.

3 Component Scenarios

This specification assumes that there is an authentication mechanism or credential-checking process in place.

3.1 Search Profile

3.1.1 Overview

This use case describes the business and system processes and requirements for the search for Customer profiles functionality.

3.1.2 Roles

Provider	Customer Profile Responder
Actor	Customer Profile Requester

3.1.3 Use Case

Brief Description

- Customer Profile Requester performs a look up of customer profiles using parameters in a query and expects to receive a list of customer profiles matching the condition(s) from the Customer Profile Responder.

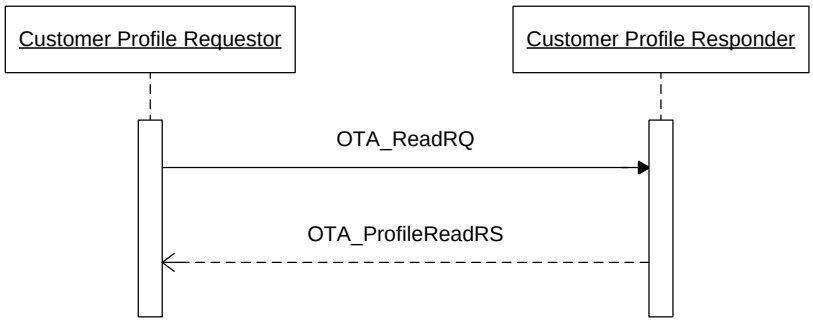
Preconditions

- One or more systems have been identified as being a point-of-inquiry (Customer Profile Responder) for customer profiles.
- Customer Profile Requester is assigned to the appropriate role/group that has access to the search for customer profiles functionality.
- An appropriate set of agreed upon query parameters have been agreed upon by trading partners.

Postconditions

- The Customer Profile Responder will provide zero to many matching results based on the search criteria submitted by the Customer Profile Requester.
- The Customer Profile Responder must provide sufficient information, including the unique customer profile identifier, about the customer in the search results to assist with identification of the customer, or provide a message indicating no matches were found.

3.1.4 Message Flows



3.1.5 Sample Request

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<OTA_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0>
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                <Source>
                        <RequestorID Type="5" ID="SYS123456"/>
                </Source>
        </POS>
        <ReadRequests>
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                        <Customer>
                                <PersonName>
                                        <GivenName>David</GivenName>
                                        <Surname>Smith</Surname>
                                </PersonName>
                                <Address>
                                        <PostalCode>04064</PostalCode>
                                </Address>
                        </Customer>
                </ProfileReadRequest>
        </ReadRequests>
</OTA_ReadRQ>
```

3.1.6 Sample Response

```
<OTA_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" Version="1.0>
        <Success/>
        <Profiles>
                <ProfileInfo>
                        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
                        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                                <Customer>
                                        <PersonName NameType="0">
                                                <NamePrefix>Dr.</NamePrefix>
                                                <GivenName>David</GivenName>
                                                <MiddleName>Nelson</MiddleName>
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                                                <NameSuffix>Jr.</NameSuffix>
                                                <NameTitle>M.D.</NameTitle>
                                        </PersonName>
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PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
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PhoneTechType="1" PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                                        <Email EmailType="1"
DefaultInd="true">davef@testaol.com</Email>
                                        <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
                                        <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
                                                <AddressLine>1 Janey Court</AddressLine>
                                                <AddressLine>Apt 3B</AddressLine>
                                                <CityName>Old Orchard Beach</CityName>
                                                <PostalCode>04064-8234</PostalCode>
                                                <County>York</County>
                                                <StateProv StateCode="ME">Maine</StateProv>
```

```
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                                    </Address>
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UseType="2">
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                                        <AddressLine>68号</AddressLine>
                                        <AddressLine>化大厦F18</AddressLine>
                                        <CityName>上海市</CityName>
                                        <PostalCode>511330</PostalCode>
                                        <CountryName Code="CN"></CountryName>
                                    </Address>
                                    <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-
13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                                    </CustLoyalty>
                                    <TPA_Extensions/>
                                </Customer>
                            </Profile>
                        </ProfileInfo>
                </Profiles>
</OTA_ProfileReadRS>
```

3.2 Read Profile

3.2.1 Overview

This use case describes the business and system processes and requirements for obtaining detailed information on a particular customer profile.

3.2.2 Roles

Provider	Customer Profile Responder
Actor	Customer Profile Requester

3.2.3 Use Case

Brief Description

- The Customer Profile Requester requests and reads customer profile data provided by the Customer Profile Responder.

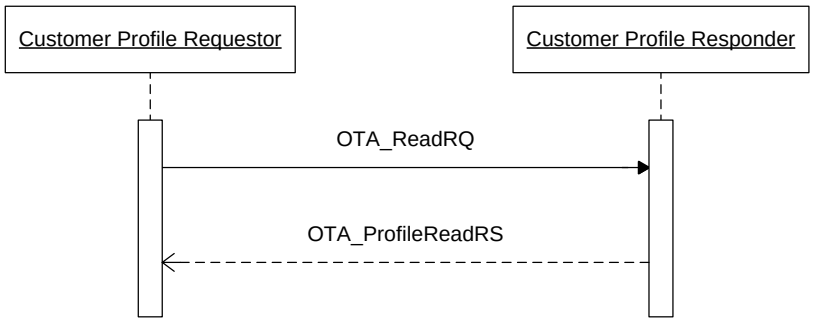
Preconditions

- One or more systems have been identified as being a provider (Customer Profile Responder) of customer profiles.
- Customer Profile Requester is assigned to the appropriate role/group that has access to the reading of customer profiles functionality.
- An appropriate set of readable attributes have been agreed upon by trading partners.
- A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Customer Profile Requester, which may have been the result of a search profile activity.

Postconditions

- The Customer Profile Responder will provide zero to one results based on a unique customer profile identifier submitted by the Customer Profile Requester.
- The Customer Profile Responder will provide the customer profile attributes, or provide a message indicating no matches were found.

3.2.4 Message Flows



3.2.5 Sample Request

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<OTA_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
        <POS>
                <Source>
                        <RequestorID Type="5" ID="SYS123456"/>
                </Source>
        </POS>
        <UniqueID Type="1" ID="76432045"/>
</OTA_ReadRQ>
```

3.2.6 Sample Response

```
<OTA_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" Version="1.0>
        <Success/>
        <Profiles>
                <ProfileInfo>
                        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
                        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                                <Customer>
                                        <PersonName NameType="0">
                                                <NamePrefix>Dr.</NamePrefix>
                                                <GivenName>David</GivenName>
                                                <MiddleName>Nelson</MiddleName>
                                                <Surname>Smith</Surname>
                                                <NameSuffix>Jr.</NameSuffix>
                                                <NameTitle>M.D.</NameTitle>
                                        </PersonName>
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PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
                                        <Telephone Extension="4321" PhoneLocationType="7"
PhoneTechType="1" PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                                        <Email EmailType="1"
DefaultInd="true">davef@testaol.com</Email>
                                        <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
                                        <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
                                                <AddressLine>1 Janey Court</AddressLine>
                                                <AddressLine>Apt 3B</AddressLine>
                                                <CityName>Old Orchard Beach</CityName>
                                                <PostalCode>04064-8234</PostalCode>
                                                <County>York</County>
                                                <StateProv StateCode="ME">Maine</StateProv>
                                                <CountryName Code="US">United States of
America</CountryName>
                                        </Address>
                                        <Address Type="2" FormattedInd="true" DefaultInd="false"
UseType="2">
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                                                <AddressLine>68号</AddressLine>
                                                <AddressLine>化大厦F18</AddressLine>
                                                <CityName>上海市</CityName>
                                                <PostalCode>511330</PostalCode>
                                                <CountryName Code="CN"></CountryName>
```

```
                                        </Address>
                                        <PaymentForm DefaultInd="true">
                                                <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
                                                        <CardHolderName>David N
Smith</CardHolderName>
                                                </PaymentCard>
                                        </PaymentForm>
                                        <PaymentForm DefaultInd="false">
                                                <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                                        <CardHolderName>David N
Smith</CardHolderName>
                                                </PaymentCard>
                                        </PaymentForm>
                                        <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                                                <DocHolderName>Dr. David Nelson Smith
Jr.</DocHolderName>
                                        </Document>
                                        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-
13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                                        </CustLoyalty>
                                        <TPA_Extensions/>
                                </Customer>
                                <PrefCollections>
                                        <PrefCollection>
                                                <HotelPref>
                                                        <TPA_Extensions>
                                                                <TPA_Extension>
                                                                        <Preferences>
                                                                                <Preference
IsGlobal="true" Category="ROOM" Type="BED" Value="KING" />
                                                                                <Preference
BrandCode="MARRIOTT" IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
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ChainCode="COURTYARD" BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE"
Value="OATMEAL" />
                                                                        </Preferences>
                                                                </TPA_Extension>
                                                        </TPA_Extensions>
                                                </HotelPref>
                                        </PrefCollection>
                                </PrefCollections>
                                <Comments>
                                        <Comment Language="en-us" CreateDateTime="2012-03-
01T10:31:32Z" Name="a" CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371"
LastModifyDateTime="2012-03-12T11:33:42Z">
                                                <Text>Guest had a mouse in his room during his stay
on 2012-02-12</Text>
                                        </Comment>
                                        <Comment Language="en-us" CreateDateTime="2010-04-
01T09:30:47Z" Name="a" CreatorID="KLM62536" GuestViewable="false">
                                                <Text>Customer was walked from the reservation on
2010-02-01</Text>
                                        </Comment>
                                </Comments>
                        </Profile>
                </ProfileInfo>
        </Profiles>
</OTA_ProfileReadRS>
```

3.3 Update Profile

3.3.1 Overview

This use case describes the business and system processes and requirements for the update of Customer profiles functionality.

3.3.2 Roles

Provider	Customer Profile Responder
Actor	Customer Profile Requester

3.3.3 Use Case

Brief Description

- Customer Profile Requester performs an update of a customer profile by specifying an agreed upon customer profile unique identifier and passing updated attribute(s) to the Customer Profile Responder.

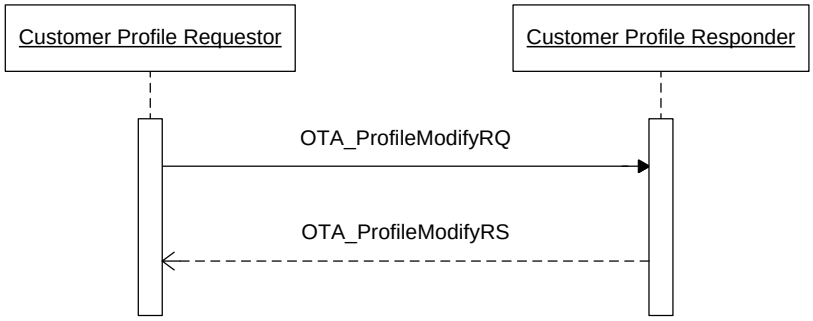
Preconditions

- One or more systems have been identified as being a point-of-update (Customer Profile Responder) for customer profiles.
- Customer Profile Requester is assigned to the appropriate role/group that has access to the update customer profiles functionality.
- An appropriate set of update attributes have been agreed upon by trading partners. In certain circumstances, particular attributes may not be allowed to be updated by the requester.
- A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Customer Profile Requester.

Postconditions

- The Customer Profile Responder will communicate a success or failure (with reason or reasons) of the customer profile update.

3.3.4 Message Flows



3.3.5 Sample Request

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<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
	<POS>
		<Source>
			<RequestorID Type="5" ID="SYS123456"/>
		</Source>
	</POS>
	<UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
	<ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
		<Customer>
			<PersonName NameType="0">
				<NamePrefix>Dr.</NamePrefix>
				<GivenName>David</GivenName>
				<MiddleName>Nelson</MiddleName>
				<Surname>Smith</Surname>
				<NameSuffix>Jr.</NameSuffix>
				<NameTitle>M.D.</NameTitle>
			</PersonName>
			<Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
			<Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
			<Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
			<Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
			<Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
				<AddressLine>1 Janey Court</AddressLine>
				<AddressLine>Apt 3B</AddressLine>
				<CityName>Old Orchard Beach</CityName>
				<PostalCode>04064-8234</PostalCode>
				<County>York</County>
				<StateProv StateCode="ME">Maine</StateProv>
				<CountryName Code="US">United States of America</CountryName>
			</Address>
			<Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
				<AddressLine>海珠区</AddressLine>
				<AddressLine>68号</AddressLine>
				<AddressLine>化大厦F18</AddressLine>
				<CityName>上海市</CityName>
				<PostalCode>511330</PostalCode>
				<CountryName Code="CN"></CountryName>
			</Address>
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MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
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				</PaymentCard>
			</PaymentForm>
			<PaymentForm DefaultInd="false">
				<PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
					<CardHolderName>David N Smith</CardHolderName>
				</PaymentCard>
			</PaymentForm>
			<Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
				<DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
			</Document>
			<CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
			</CustLoyalty>
			<TPA_Extensions/>
		</Customer>
	</ProfileModify>
</OTA_ProfileModifyRQ>
```

3.3.6 Sample Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
	<Success/>
	<UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileModifyRS>
```

3.4 Create New Profile

3.4.1 Overview

This use case describes the business and system processes and requirements for the creation of Customer profile functionality.

3.4.2 Roles

Provider	Customer Profile Responder
Actor	Customer Profile Requester

3.4.3 Use Case

Brief Description

- Customer Profile Requester creates a new customer profile by passing the agreed upon customer profile attribute(s) to the Customer Profile Responder.

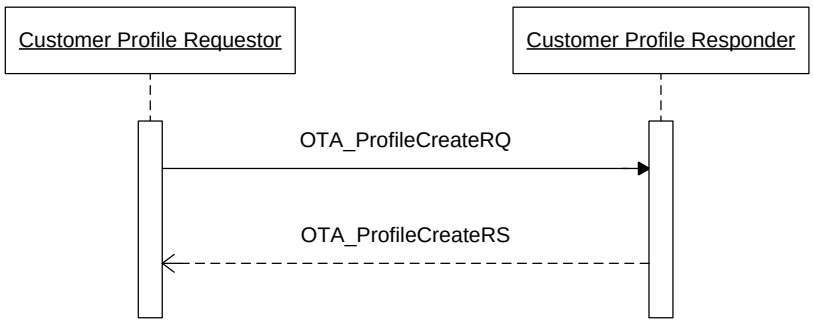
Preconditions

- One or more systems have been identified as being able to initiate a create customer request for customer profiles.
- Customer Profile Requester is assigned to the appropriate role/group that has access to the create customer profile functionality.
- An appropriate set of profile attributes have been agreed upon by trading partners. The attributes will consist of both required and optional attributes.

Postconditions

- The Customer Profile Responder will communicate a success or failure (with reason or reasons) of the customer profile creation. The failure list may include an indication that the profile already exists. A successful response will include a unique identifier to be returned to the Customer Profile Requester.

3.4.4 Message Flows



3.4.5 Sample Request

```
<OTA_ProfileCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A">
	<UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
	<Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
		<Customer>
			<PersonName NameType="0">
				<NamePrefix>Dr.</NamePrefix>
				<GivenName>David</GivenName>
				<MiddleName>Nelson</MiddleName>
				<Surname>Smith</Surname>
				<NameSuffix>Jr.</NameSuffix>
				<NameTitle>M.D.</NameTitle>
			</PersonName>
			<Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
			<Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
			<Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
			<Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
				<AddressLine>1 Janey Court</AddressLine>
				<AddressLine>Apt 3B</AddressLine>
				<CityName>Old Orchard Beach</CityName>
				<PostalCode>04064-8234</PostalCode>
				<County>York</County>
				<StateProv StateCode="ME">Maine</StateProv>
				<CountryName Code="US">United States of America</CountryName>
			</Address>
		</Customer>
	</Profile>
</OTA_ProfileCreateRQ>
```

3.4.6 Sample Response

```
<OTA_ProfileCreateRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
	<Success/>
	<UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileCreateRS>
```

3.5 Merge Profiles

3.5.1 Overview

This use case describes the business and system processes and requirements for merging profiles. This use case is optional.

3.5.2 Roles

Provider	Customer Profile Responder
Actor	Customer Profile Requester

3.5.3 Use Case

Brief Description

- Customer Profile Requester has identified two or more profiles as merge candidates based on various matching criteria. One customer profile is designated as the survivor, "winning" or parent profile and the other(s) as the "losing" or child profile. The Merge Profile instruction commands the Customer Profile Responder to merge the losing profile(s) into the winning profile and the losing profiles are not necessarily available for default retrieval.

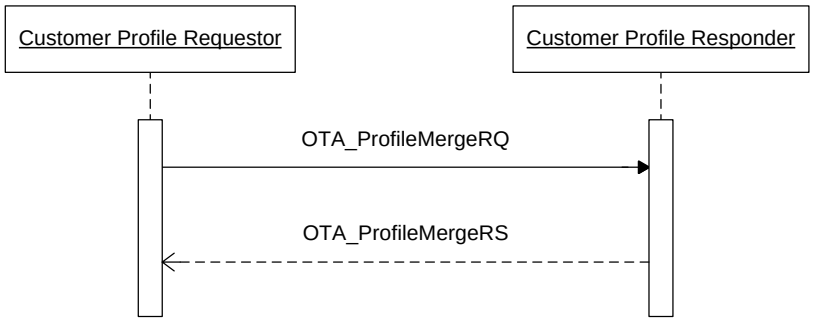
Preconditions

- Relationship between the designated Customer Profile Requester and Responder exists, with appropriate authentication and permissions extended by trading partners.
    - Some partners may not allow external partners to merge profiles.
- Merge Profile instruction contains at least the profile identifiers of the winning record and all losing records.

Postconditions

- Completion/failure of merge transactions should trigger confirmation that the process is complete to the Customer Profile Requester.
- Advanced implementations may support "Unmerge" to correct errors, requiring the preservation of unique customer profile identifiers in winning records.

3.5.4 Message Flows



3.5.5 Sample Request

```
<OTA_ProfileMergeRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A"
xmlns:ota="http://www.opentravel.org/OTA/2003/05">
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                <Customer>
                        <PersonName NameType="0">
                                <NamePrefix>Dr.</NamePrefix>
                                <GivenName>David</GivenName>
                                <MiddleName>Nelson</MiddleName>
                                <Surname>Smith</Surname>
                                <NameSuffix>Jr.</NameSuffix>
                                <NameTitle>M.D.</NameTitle>
                        </PersonName>
                        <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
                        <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                        <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
                        <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
                        <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
                                <AddressLine>1 Janey Court</AddressLine>
                                <AddressLine>Apt 3B</AddressLine>
                                <CityName>Old Orchard Beach</CityName>
                                <PostalCode>04064-8234</PostalCode>
                                <County>York</County>
                                <StateProv StateCode="ME">Maine</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                        </Address>
                        <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
```

```
                                <AddressLine>海珠区</AddressLine>
                                <AddressLine>68号</AddressLine>
                                <AddressLine>化大厦F18</AddressLine>
                                <CityName>上海市</CityName>
                                <PostalCode>511330</PostalCode>
                                <CountryName Code="CN"></CountryName>
                        </Address>
                        <PaymentForm DefaultInd="true">
                                <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <PaymentForm DefaultInd="false">
                                <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                                <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
                        </Document>
                        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                        </CustLoyalty>
                        <TPA_Extensions/>
                </Customer>
                <PrefCollections>
                        <PrefCollection>
                                <HotelPref>
                                        <TPA_Extensions>
                                                <TPA_Extension>
                                                        <Preferences>
                                                                <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
                                                                <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                                                                <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
                                                        </Preferences>
                                                </TPA_Extension>
                                        </TPA_Extensions>
                                </HotelPref>
                        </PrefCollection>
                </PrefCollections>
                <Comments>
                        <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
                                <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
                        </Comment>
                        <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
                                <Text>Customer was walked from the reservation on 2010-02-01</Text>
                        </Comment>
                </Comments>
        </Profile>
</OTA_ProfileMergeRQ>
```

3.5.6 Sample Response

```
<OTA_ProfileMergeRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
        <Success/>
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
</OTA_ProfileMergeRS>
```

4 Messages

The shaded rows in the Data Element Tables below are not currently in the OpenTravel Alliance customer profile specification. It is the intention of the HTNG Customer Profile Workgroup to collaborate with the OpenTravel Alliance in order to get these changes accepted into a future specification. Please note that these areas are subject to change and revision in the OpenTravel Alliance specification as well as a future version of a HTNG Customer Profile Workgroup specification (in the case that OpenTravel Alliance had further comments/concerns). Please coordinate with HTNG (by emailing workgroups@htng.org) or the Customer Profile Workgroup for more information or with specific concerns.

4.1 Search Profile / Read Profiles

4.1.1 Data Element Table – Request

Element | @Attribute	Num	Description/Contents
OTA_ReadRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ReadRQ / POS / Source	1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
OTA_ReadRQ / POS / Source / RequestorID	1	An identifier of the entity making the request (e.g., ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).

Element | @Attribute	Num	Description/Contents
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ReadRQ / UniqueID	0..1	An identifier used to uniquely reference an object in a system (e.g., an airline reservation reference, customer profile reference, booking confirmation number, or a reference to a previous availability quote).
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ReadRQ / ReadRequests	0..1	A grouping of Read Requests by travel vertical.
OTA_ReadRQ / ReadRequests / ProfileReadRequest	1..n	To request a profile when the profile identifier is not known.
@ProfileTypeCode	0..1	Code to specify a profile such as customer, tour operator, corporation, etc. Refer to OpenTravel Code List Profile Type (PRT).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer	0..1	Detailed customer information used for searching profiles.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value rerpresenting an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer	0..5	Given name, first name or names.

Element | @Attribute	Num	Description/Contents
/ PersonName / GivenName		
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.

Element | @Attribute	Num	Description/Contents
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Email	0..9	Email Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military

Element | @Attribute	Num	Description/Contents
/ Address / CityName		address).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2 character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family,

Element | @Attribute	Num	Description/Contents
		Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full

Element | @Attribute	Num	Description/Contents
/ SurName		name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson	0..1	Information on a contact person for the customer
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full

Element | @Attribute	Num	Description/Contents
		name.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Email	0..9	Email Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).

Element | @Attribute	Num	Description/Contents
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address /	0..1	Post Office Code number.

Element | @Attribute	Num	Description/Contents
PostalCode		
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g. Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).

Element | @Attribute	Num	Description/Contents
OTA_ReadRQ / ReadRequests / ProfileReadRequest / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g., VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.

4.1.2 Data Element Table – Response

Element | @Attribute	Num	Description/Contents
OTA_ProfileReadRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).

Element | @Attribute	Num	Description/Contents
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileReadRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileReadRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileReadRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type ="Unknown". Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed | Incomplete | Complete | Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileReadRS / Profiles	1	Container element for a collection of Profiles.
OTA_ProfileReadRS / Profiles / ProfileInfo	1..n	A collection of Profiles or Unique IDs of Profiles
OTA_ProfileReadRS / Profiles / ProfileInfo / UniqueID	0..9	A unique ID for a profile. This element repeats to accommodate multiple unique IDs for a single profile across multiple systems.

Element | @Attribute	Num	Description/Contents
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile	1	Provides detailed information regarding either a company or a customer profile.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt-in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileReadRS / Profiles /	0..3	The Salutation for the name. This SHOULD be a

Element | @Attribute	Num	Description/Contents
ProfileInfo / Profile / Customer / PersonName / NamePrefix		value rerpresenting an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be

Element | @Attribute	Num	Description/Contents
		used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Email	0..9	Email Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name

Element | @Attribute	Num	Description/Contents
		must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2 character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card

Element | @Attribute	Num	Description/Contents
		number.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileReadRS / Profiles /	0..3	The middle name of the person name.

Element | @Attribute	Num	Description/Contents
ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / MiddleName		
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer /	0..3	The middle name of the person name.

Element | @Attribute	Num	Description/Contents
ContactPerson / PersonName / MiddleName		
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.

Element | @Attribute	Num	Description/Contents
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Email	0..9	Email Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer /	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military

Element | @Attribute	Num	Description/Contents
ContactPerson / Address / CityName		address).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g. Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code

Element | @Attribute	Num	Description/Contents
		List Document Type (DOC).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g., VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections	0..1	A collection of preference collections.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.

Element | @Attribute	Num	Description/Contents
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g. Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g. Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileReadRS / Profiles /	0..1	A collection of comments

Element | @Attribute	Num	Description/Contents
ProfileInfo / Profile / Comments		
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileReadRS / Profiles / ProfileInfo / Profile / Comments / Comment / Text	1	Formatted text content.

4.1.3 Global Sample Message – Request

```
<OTA_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0>
        <POS>
                <Source>
                        <RequestorID Type="5" ID="SYS123456"/>
                </Source>
        </POS>
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <ReadRequests>
                <ProfileReadRequest>
                        <Customer>
                                <PersonName NameType="0">
                                        <NamePrefix>Dr.</NamePrefix>
                                        <GivenName>David</GivenName>
                                        <MiddleName>Nelson</MiddleName>
                                        <Surname>Smith</Surname>
                                        <NameSuffix>Jr.</NameSuffix>
                                        <NameTitle>M.D.</NameTitle>
                                </PersonName>
                                <Telephone PhoneLocationType="6" PhoneTechType="5"
PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
                                <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                                <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
```

```
                                <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
                                <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
                                        <AddressLine>1 Janey Court</AddressLine>
                                        <AddressLine>Apt 3B</AddressLine>
                                        <CityName>Old Orchard Beach</CityName>
                                        <PostalCode>04064-8234</PostalCode>
                                        <County>York</County>
                                        <StateProv StateCode="ME">Maine</StateProv>
                                        <CountryName Code="US">United States of
America</CountryName>
                                </Address>
                                <Address Type="2" FormattedInd="true" DefaultInd="false"
UseType="2">
                                        <AddressLine>海珠区</AddressLine>
                                        <AddressLine>68号</AddressLine>
                                        <AddressLine>化大厦F18</AddressLine>
                                        <CityName>上海市</CityName>
                                        <PostalCode>511330</PostalCode>
                                        <CountryName Code="CN"></CountryName>
                                </Address>
                                <PaymentForm DefaultInd="true">
                                        <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
                                                <CardHolderName>David N Smith</CardHolderName>
                                        </PaymentCard>
                                </PaymentForm>
                                <PaymentForm DefaultInd="false">
                                        <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                                <CardHolderName>David N Smith</CardHolderName>
                                        </PaymentCard>
                                </PaymentForm>
                                <RelatedTraveler Relation="Spouse">
                                        <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
                                        <PersonName NameType="0">
                                                <NamePrefix>a</NamePrefix>
                                                <GivenName>a</GivenName>
                                                <MiddleName>a</MiddleName>
                                                <Surname>a</Surname>
                                                <NameSuffix>a</NameSuffix>
                                                <NameTitle>a</NameTitle>
                                        </PersonName>
                                </RelatedTraveler>
                                <ContactPerson Relation="a">
                                        <PersonName NameType="0">
                                                <NamePrefix>a</NamePrefix>
                                                <GivenName>a</GivenName>
                                                <MiddleName>a</MiddleName>
                                                <Surname>a</Surname>
                                                <NameSuffix>a</NameSuffix>
                                                <NameTitle>a</NameTitle>
                                        </PersonName>
                                        <Telephone Extension="0" PhoneLocationType="0"
PhoneTechType="0" PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0"
AreaCityCode="0"/>
                                        <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
                                                <AddressLine>a</AddressLine>
                                                <AddressLine>a</AddressLine>
                                                <AddressLine>a</AddressLine>
                                                <AddressLine>a</AddressLine>
                                                <AddressLine>a</AddressLine>
                                                <CityName>a</CityName>
                                                <PostalCode>a</PostalCode>
                                                <County>a</County>
                                                <StateProv StateCode="aa"></StateProv>
                                                <CountryName Code="AA"></CountryName>
                                        </Address>
                                        <Email EmailType="0" DefaultInd="true">a</Email>
                                </ContactPerson>
                                <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                                        <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
                                </Document>
```

```
                              <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a"/>
                        </Customer>
                </ProfileReadRequest>
        </ReadRequests>
</OTA_ReadRQ>
```

4.1.4 Global Sample Message – Response

```
<OTA_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" Version="1.0>
        <Success/>
        <Profiles>
                <ProfileInfo>
                        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
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                                        <PersonName NameType="0">
                                                <NamePrefix>Dr.</NamePrefix>
                                                <GivenName>David</GivenName>
                                                <MiddleName>Nelson</MiddleName>
                                                <Surname>Smith</Surname>
                                                <NameSuffix>Jr.</NameSuffix>
                                                <NameTitle>M.D.</NameTitle>
                                        </PersonName>
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PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
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PhoneTechType="1" PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                                        <Email EmailType="1"
DefaultInd="true">davef@testaol.com</Email>
                                        <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
                                        <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
                                                <AddressLine>1 Janey Court</AddressLine>
                                                <AddressLine>Apt 3B</AddressLine>
                                                <CityName>Old Orchard Beach</CityName>
                                                <PostalCode>04064-8234</PostalCode>
                                                <County>York</County>
                                                <StateProv StateCode="ME">Maine</StateProv>
                                                <CountryName Code="US">United States of
America</CountryName>
                                        </Address>
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UseType="2">
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                                                <AddressLine>化大厦F18</AddressLine>
                                                <CityName>上海市</CityName>
                                                <PostalCode>511330</PostalCode>
                                                <CountryName Code="CN"></CountryName>
                                        </Address>
                                        <PaymentForm DefaultInd="true">
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MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
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                                                </PaymentCard>
                                        </PaymentForm>
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MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                                        <CardHolderName>David N
Smith</CardHolderName>
                                                </PaymentCard>
                                        </PaymentForm>
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                                                <PersonName NameType="0">
                                                        <NamePrefix>a</NamePrefix>
                                                        <GivenName>a</GivenName>
                                                        <MiddleName>a</MiddleName>
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```

```
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                                                        <NameSuffix>a</NameSuffix>
                                                        <NameTitle>a</NameTitle>
                                                </PersonName>
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AreaCityCode="0"/>
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                                                        <StateProv StateCode="aa"></StateProv>
                                                        <CountryName Code="AA"></CountryName>
                                                </Address>
                                                <Email EmailType="0" DefaultInd="true">a</Email>
                                        </ContactPerson>
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EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                                                <DocHolderName>Dr. David Nelson Smith
Jr.</DocHolderName>
                                        </Document>
                                        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-
13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                                        </CustLoyalty>
                                        <TPA_Extensions/>
                                </Customer>
                                <PrefCollections>
                                        <PrefCollection>
                                                <HotelPref>
                                                        <TPA_Extensions>
                                                                <TPA_Extension>
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IsGlobal="true" Category="ROOM" Type="BED" Value="KING" />
                                                                                <Preference
BrandCode="MARRIOTT" IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                                                                                <Preference
ChainCode="COURTYARD" BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE"
Value="OATMEAL" />
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                                                                </TPA_Extension>
                                                        </TPA_Extensions>
                                                </HotelPref>
                                        </PrefCollection>
                                </PrefCollections>
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01T10:31:32Z" Name="a" CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371"
LastModifyDateTime="2012-03-12T11:33:42Z">
                                                <Text>Guest had a mouse in his room during his stay
on 2012-02-12</Text>
                                        </Comment>
                                        <Comment Language="en-us" CreateDateTime="2010-04-
01T09:30:47Z" Name="a" CreatorID="KLM62536" GuestViewable="false">
                                                <Text>Customer was walked from the reservation on
2010-02-01</Text>
                                        </Comment>
                                </Comments>
                        </Profile>
                </ProfileInfo>
        </Profiles>
</OTA_ProfileReadRS>
```

4.2 Update Profile

4.2.1 Data Element Table – Request

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ProfileModifyRQ / POS / Source	1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
OTA_ProfileModifyRQ / POS / Source / RequestorID	1	An identifier of the entity making the request (e.g., ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / UniqueID	1	Identifies the profile to be modified together with the owner of the profile or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).

Element | @Attribute	Num	Description/Contents
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / ProfileModify	1	A full overlay of profile information containing the modified data.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt-in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileModifyRQ / ProfileModify / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value rerpresenting an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ /	0..5	Given name, first name or names.

Element | @Attribute	Num	Description/Contents
ProfileModify / Customer / PersonName / GivenName		
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileModifyRQ / ProfileModify / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.

Element | @Attribute	Num	Description/Contents
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileModifyRQ / ProfileModify / Customer / Email	0..9	Email Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileModifyRQ / ProfileModify / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileModifyRQ / ProfileModify / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2 character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.

Element | @Attribute	Num	Description/Contents
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileModifyRQ / ProfileModify / Customer /	0..1	Family name, last name. May also be used for full name if the sending system does not have the

Element | @Attribute	Num	Description/Contents
RelatedTraveler / PersonName / SurName		ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson	0..1	Information on a contact person for the customer
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileModifyRQ /	0..1	Family name, last name. May also be used for full

Element | @Attribute	Num	Description/Contents
ProfileModify / Customer / ContactPerson / PersonName / SurName		name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Email	0..9	Email Address for the contact person for the customer.

Element | @Attribute	Num	Description/Contents
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileModifyRQ / ProfileModify / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g. Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileModifyRQ /	0..1	The name of the document holder in unformatted

Element | @Attribute	Num	Description/Contents
ProfileModify / Customer / Document / DocHolderName		text (Mr. Sam Jones).
OTA_ProfileModifyRQ / ProfileModify / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g., VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections	0..1	A collection of preference collections.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g. Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g. Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileModifyRQ / ProfileModify / Comments	0..1	A collection of comments
OTA_ProfileModifyRQ / ProfileModify / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.

Element | @Attribute	Num	Description/Contents
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileModifyRQ / ProfileModify / Comments / Comment / Text	1	Formatted text content.

4.2.2 Data Element Table – Response

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.

Element | @Attribute	Num	Description/Contents
OTA_ProfileModifyRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileModifyRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileModifyRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type ="Unknown". Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed | Incomplete | Complete | Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileModifyRS / UniqueID	1..9	Used to convey the identity of the modified profile, the owner of the profile, or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.2.3 Global Sample Message – Request

```
<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
	<POS>
		<Source>
			<RequestorID Type="5" ID="SYS123456"/>
		</Source>
	</POS>
	<UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
	<ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
		<Customer>
			<PersonName NameType="0">
				<NamePrefix>Dr.</NamePrefix>
				<GivenName>David</GivenName>
				<MiddleName>Nelson</MiddleName>
				<Surname>Smith</Surname>
				<NameSuffix>Jr.</NameSuffix>
				<NameTitle>M.D.</NameTitle>
			</PersonName>
			<Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
			<Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
			<Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
			<Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
			<Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
				<AddressLine>1 Janey Court</AddressLine>
				<AddressLine>Apt 3B</AddressLine>
				<CityName>Old Orchard Beach</CityName>
				<PostalCode>04064-8234</PostalCode>
				<County>York</County>
				<StateProv StateCode="ME">Maine</StateProv>
				<CountryName Code="US">United States of America</CountryName>
			</Address>
			<Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
				<AddressLine>海珠区</AddressLine>
				<AddressLine>68号</AddressLine>
				<AddressLine>化大厦F18</AddressLine>
				<CityName>上海市</CityName>
				<PostalCode>511330</PostalCode>
				<CountryName Code="CN"></CountryName>
			</Address>
			<PaymentForm DefaultInd="true">
				<PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
					<CardHolderName>David N Smith</CardHolderName>
				</PaymentCard>
			</PaymentForm>
			<PaymentForm DefaultInd="false">
				<PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
					<CardHolderName>David N Smith</CardHolderName>
				</PaymentCard>
			</PaymentForm>
			<RelatedTraveler Relation="Spouse">
				<UniqueID Type="1" ID_Context="a" ID="263T252U"/>
				<PersonName NameType="0">
					<NamePrefix>a</NamePrefix>
					<GivenName>a</GivenName>
					<MiddleName>a</MiddleName>
					<Surname>a</Surname>
					<NameSuffix>a</NameSuffix>
					<NameTitle>a</NameTitle>
				</PersonName>
			</RelatedTraveler>
			<ContactPerson Relation="a">
				<PersonName NameType="0">
					<NamePrefix>a</NamePrefix>
					<GivenName>a</GivenName>
					<MiddleName>a</MiddleName>
					<Surname>a</Surname>
					<NameSuffix>a</NameSuffix>
					<NameTitle>a</NameTitle>
				</PersonName>
```

```
                              <Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
                              <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
                                     <AddressLine>a</AddressLine>
                                     <AddressLine>a</AddressLine>
                                     <AddressLine>a</AddressLine>
                                     <AddressLine>a</AddressLine>
                                     <AddressLine>a</AddressLine>
                                     <CityName>a</CityName>
                                     <PostalCode>a</PostalCode>
                                     <County>a</County>
                                     <StateProv StateCode="aa"></StateProv>
                                     <CountryName Code="AA"></CountryName>
                              </Address>
                              <Email EmailType="0" DefaultInd="true">a</Email>
                       </ContactPerson>
                       <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                              <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
                       </Document>
                       <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                       </CustLoyalty>
                       <TPA_Extensions/>
                </Customer>
                <PrefCollections>
                       <PrefCollection>
                              <HotelPref>
                                     <TPA_Extensions>
                                            <TPA_Extension>
                                                   <Preferences>
                                                          <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
                                                          <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                                                          <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
                                                   </Preferences>
                                            </TPA_Extension>
                                     </TPA_Extensions>
                              </HotelPref>
                       </PrefCollection>
                </PrefCollections>
                <Comments>
                       <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
                              <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
                       </Comment>
                       <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
                              <Text>Customer was walked from the reservation on 2010-02-01</Text>
                       </Comment>
                </Comments>
        </ProfileModify>
</OTA_ProfileModifyRQ>
```

4.2.4 Global Sample Message – Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
        <Success/>
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileModifyRS>
```

4.3 Create New Profile

4.3.1 Data Element Table – Request

Element | @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ProfileCreateRQ / POS / Source	1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
OTA_ProfileCreateRQ / POS / Source / RequestorID	1	An identifier of the entity making the request (e.g., ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileCreateRQ / UniqueID	1	Identifies the profile to be modified together with the owner of the profile or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List

Element | @Attribute	Num	Description/Contents
		Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileCreateRQ / Profile	1	A full overlay of profile information containing the modified data.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt-in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileCreateRQ / Profile / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileCreateRQ / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value rerpresenting an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.

Element | @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileCreateRQ / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.

Element | @Attribute	Num	Description/Contents
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileCreateRQ / Profile / Customer / Email	0..9	Email Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileCreateRQ / Profile / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileCreateRQ / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileCreateRQ / Profile /	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military

Element | @Attribute	Num	Description/Contents
Customer / Address / CityName		address).
OTA_ProfileCreateRQ / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileCreateRQ / Profile / Customer / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileCreateRQ / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileCreateRQ / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileCreateRQ / Profile / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileCreateRQ / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2 character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler /	0..1	Identifies the profile of the related traveler.

Element | @Attribute	Num	Description/Contents
UniqueID		
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler /	0..5	Degree or honors (e.g., Ph.D., M.D.)

Element | @Attribute	Num	Description/Contents
PersonName / NameTitle		
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.

Element | @Attribute	Num	Description/Contents
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Email	0..9	Email Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.

Element | @Attribute	Num	Description/Contents
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileCreateRQ / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).

Element | @Attribute	Num	Description/Contents
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g. Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileCreateRQ / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileCreateRQ / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g., VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.

Element | @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / PrefCollections	0..1	A collection of preference collections.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g. Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g. Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is

Element | @Attribute	Num	Description/Contents
		applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileCreateRQ / Profile / Comments	0..1	A collection of comments
OTA_ProfileCreateRQ / Profile / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileCreateRQ / Profile / Comments / Comment / Text	1	Formatted text content.

4.3.2 Data Element Table – Response

Element | @Attribute	Num	Description/Contents
OTA_ProfileCreateRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20

Element | @Attribute	Num	Description/Contents
		November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileCreateRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileCreateRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileCreateRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type ="Unknown". Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed | Incomplete | Complete | Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileCreateRS / UniqueID	1..9	Used to convey the identity of the created profile, the owner of the profile, or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List

Element | @Attribute	Num	Description/Contents
		Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.3.3 Global Sample Message – Request

```
<OTA_ProfileCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A">
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                <Customer>
                        <PersonName NameType="0">
                                <NamePrefix>Dr.</NamePrefix>
                                <GivenName>David</GivenName>
                                <MiddleName>Nelson</MiddleName>
                                <Surname>Smith</Surname>
                                <NameSuffix>Jr.</NameSuffix>
                                <NameTitle>M.D.</NameTitle>
                        </PersonName>
                        <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
                        <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                        <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
                        <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
                        <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
                                <AddressLine>1 Janey Court</AddressLine>
                                <AddressLine>Apt 3B</AddressLine>
                                <CityName>Old Orchard Beach</CityName>
                                <PostalCode>04064-8234</PostalCode>
                                <County>York</County>
                                <StateProv StateCode="ME">Maine</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                        </Address>
                        <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
                                <AddressLine>海珠区</AddressLine>
                                <AddressLine>68号</AddressLine>
                                <AddressLine>化大厦F18</AddressLine>
                                <CityName>上海市</CityName>
                                <PostalCode>511330</PostalCode>
                                <CountryName Code="CN"></CountryName>
                        </Address>
                        <PaymentForm DefaultInd="true">
                                <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <PaymentForm DefaultInd="false">
                                <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <RelatedTraveler Relation="Spouse">
                                <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
                                <PersonName NameType="0">
                                        <NamePrefix>a</NamePrefix>
                                        <GivenName>a</GivenName>
                                        <MiddleName>a</MiddleName>
                                        <Surname>a</Surname>
                                        <NameSuffix>a</NameSuffix>
                                        <NameTitle>a</NameTitle>
```

```
                        </PersonName>
                    </RelatedTraveler>
                    <ContactPerson Relation="a">
                        <PersonName NameType="0">
                            <NamePrefix>a</NamePrefix>
                            <GivenName>a</GivenName>
                            <MiddleName>a</MiddleName>
                            <Surname>a</Surname>
                            <NameSuffix>a</NameSuffix>
                            <NameTitle>a</NameTitle>
                        </PersonName>
                        <Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
                        <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
                            <AddressLine>a</AddressLine>
                            <AddressLine>a</AddressLine>
                            <AddressLine>a</AddressLine>
                            <AddressLine>a</AddressLine>
                            <AddressLine>a</AddressLine>
                            <CityName>a</CityName>
                            <PostalCode>a</PostalCode>
                            <County>a</County>
                            <StateProv StateCode="aa"></StateProv>
                            <CountryName Code="AA"></CountryName>
                        </Address>
                        <Email EmailType="0" DefaultInd="true">a</Email>
                    </ContactPerson>
                    <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                        <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
                    </Document>
                    <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                    </CustLoyalty>
                    <TPA_Extensions/>
                </Customer>
                <PrefCollections>
                    <PrefCollection>
                        <HotelPref>
                            <TPA_Extensions>
                                <TPA_Extension>
                                    <Preferences>
                                        <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
                                        <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                                        <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
                                    </Preferences>
                                </TPA_Extension>
                            </TPA_Extensions>
                        </HotelPref>
                    </PrefCollection>
                </PrefCollections>
                <Comments>
                    <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
                        <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
                    </Comment>
                    <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
                        <Text>Customer was walked from the reservation on 2010-02-01</Text>
                    </Comment>
                </Comments>
        </Profile>
</OTA_ProfileCreateRQ>
```

4.3.4 Global Sample Message – Response

```
<OTA_ProfileCreateRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
        <Success/>
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileCreateRS>
```

4.4 Merge Profiles

4.4.1 Data Element Table – Request

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ProfileMergeRQ / UniqueID	1..9	Identifies the profile for which information is being merged from the profiles identified by the ObsoleteProfileID together with the owner of the profile or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / ObsoleteProfileID	1..9	Identifies the profile for which information is being merged from the profiles identified by the ObsoleteProfileID together with the owner of the profile or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.,

Element | @Attribute	Num	Description/Contents
		IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / Profile	1	Results of the merged profile.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt-in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileMergeRQ / Profile / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileMergeRQ / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value rerpresenting an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileMergeRQ / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileMergeRQ / Profile / Customer / Email	0..9	Email Address for the customer.

Element | @Attribute	Num	Description/Contents
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileMergeRQ / Profile / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileMergeRQ / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileMergeRQ / Profile / Customer / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileMergeRQ / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileMergeRQ / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileMergeRQ / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileMergeRQ / Profile / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileMergeRQ / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2 character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).

Element | @Attribute	Num	Description/Contents
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	1	The language code for which the name data is represented.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer

Element | @Attribute	Num	Description/Contents
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g. the surname element may be used to pass the full name.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.)
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).

Element | @Attribute	Num	Description/Contents
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city, or area.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Email	0..9	Email Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g. personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g. home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g. mailing, delivery, billing, etc.). Refer to OpenTravel Code

Element | @Attribute	Num	Description/Contents
		List Address Use Type (AUT).
@Language	1..1	The language code for which the address data is represented.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town, or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / County	0..1	County or Region Name (e.g., Fairfax).
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province, or region.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileMergeRQ / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.

Element | @Attribute	Num	Description/Contents
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g. Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileMergeRQ / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileMergeRQ / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g., VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileMergeRQ / Profile / PrefCollections	0..1	A collection of preference collections.

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g. Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g. Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Comments	0..1	A collection of comments
OTA_ProfileMergeRQ / Profile / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileMergeRQ / Profile / Comments / Comment / Text	1	Formatted text content.

4.4.2 Data Element Table – Response

Element | @Attribute	Num	Description/Contents
OTA_ProfileMergeRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).

Element | @Attribute	Num	Description/Contents
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileMergeRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileMergeRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileMergeRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type ="Unknown". Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed | Incomplete | Complete | Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileMergeRS / UniqueID	1..9	Used to convey the identity of the merged profile, the owner of the profile, or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.,

Element | @Attribute	Num	Description/Contents
		IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRS / ObsoleteProfileID	0..n	Contains the UniqueID of a profile that was merged.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.4.3 Global Sample Message – Request

```
<OTA_ProfileMergeRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A"
xmlns:ota="http://www.opentravel.org/OTA/2003/05">
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                <Customer>
                        <PersonName NameType="0">
                                <NamePrefix>Dr.</NamePrefix>
                                <GivenName>David</GivenName>
                                <MiddleName>Nelson</MiddleName>
                                <Surname>Smith</Surname>
                                <NameSuffix>Jr.</NameSuffix>
                                <NameTitle>M.D.</NameTitle>
                        </PersonName>
                        <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
                        <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                        <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
                        <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
                        <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
                                <AddressLine>1 Janey Court</AddressLine>
                                <AddressLine>Apt 3B</AddressLine>
                                <CityName>Old Orchard Beach</CityName>
                                <PostalCode>04064-8234</PostalCode>
                                <County>York</County>
                                <StateProv StateCode="ME">Maine</StateProv>
                                <CountryName Code="US">United States of America</CountryName>
                        </Address>
                        <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
                                <AddressLine>海珠区</AddressLine>
                                <AddressLine>68号</AddressLine>
                                <AddressLine>化大厦F18</AddressLine>
                                <CityName>上海市</CityName>
                                <PostalCode>511330</PostalCode>
                                <CountryName Code="CN"></CountryName>
                        </Address>
```

```
                        <PaymentForm DefaultInd="true">
                                <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <PaymentForm DefaultInd="false">
                                <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
                                        <CardHolderName>David N Smith</CardHolderName>
                                </PaymentCard>
                        </PaymentForm>
                        <RelatedTraveler Relation="Spouse">
                                <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
                                <PersonName NameType="0">
                                        <NamePrefix>a</NamePrefix>
                                        <GivenName>a</GivenName>
                                        <MiddleName>a</MiddleName>
                                        <Surname>a</Surname>
                                        <NameSuffix>a</NameSuffix>
                                        <NameTitle>a</NameTitle>
                                </PersonName>
                        </RelatedTraveler>
                        <ContactPerson Relation="a">
                                <PersonName NameType="0">
                                        <NamePrefix>a</NamePrefix>
                                        <GivenName>a</GivenName>
                                        <MiddleName>a</MiddleName>
                                        <Surname>a</Surname>
                                        <NameSuffix>a</NameSuffix>
                                        <NameTitle>a</NameTitle>
                                </PersonName>
                                <Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
                                <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
                                        <AddressLine>a</AddressLine>
                                        <AddressLine>a</AddressLine>
                                        <AddressLine>a</AddressLine>
                                        <AddressLine>a</AddressLine>
                                        <AddressLine>a</AddressLine>
                                        <CityName>a</CityName>
                                        <PostalCode>a</PostalCode>
                                        <County>a</County>
                                        <StateProv StateCode="aa"></StateProv>
                                        <CountryName Code="AA"></CountryName>
                                </Address>
                                <Email EmailType="0" DefaultInd="true">a</Email>
                        </ContactPerson>
                        <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
                                <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
                        </Document>
                        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                        </CustLoyalty>
                        <TPA_Extensions/>
                </Customer>
                <PrefCollections>
                        <PrefCollection>
                                <HotelPref>
                                        <TPA_Extensions>
                                                <TPA_Extension>
                                                        <Preferences>
                                                                <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
                                                                <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                                                                <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
                                                        </Preferences>
                                                </TPA_Extension>
                                        </TPA_Extensions>
                                </HotelPref>
                        </PrefCollection>
                </PrefCollections>
                <Comments>
```

```
                        <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
                                <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
                        </Comment>
                        <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
                                <Text>Customer was walked from the reservation on 2010-02-01</Text>
                        </Comment>
                </Comments>
        </Profile>
</OTA_ProfileMergeRQ>
```

4.4.4 Global Sample Message – Response

```
<OTA_ProfileMergeRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
        <Success/>
        <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
        <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
</OTA_ProfileMergeRS>
```

5 Appendices

5.1 Glossary of Terms

For the purpose of this document the following terms have been defined as follows:

Term	Definition
Query parameters	Examples of potential query parameters include name, email, postal code, phone number, account number.

5.2 Implementation Notes

5.2.1 Use of Names

The Customer Profile Workgroup believes the operator and trading partners should decide the rules surrounding the population of the GivenName and SurName fields. While these generally will be provided, the schema does not force them to be populated, nor does this specification; it is implementation-specific.

5.2.2 Use of Default Indicators

The default indicator is resident in those collections of records where one record must be treated as the default or primary record. This is true for telephone numbers, addresses, etc. In no case should more than one record contain a true value. Unless otherwise noted (by the default indicator being set to true) the first item is the default.

5.2.2.1 Example

```
<Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="123-4567" DefaultInd="true"
AreaCityCode="802"/>
<Telephone PhoneLocationType="7" PhoneTechType="1" PhoneNumber="303-5560" DefaultInd="false"
AreaCityCode="847"/>
<Telephone PhoneLocationType="7" PhoneTechType="3" PhoneNumber="303-5561" DefaultInd="false"
AreaCityCode="847"/>
```

5.3 Referenced Documents

The following table shows the documents upon which this document depends:

Document Title	Location/URL
OpenTravel Alliance specifications	http://www.opentravel.org/Specifications/Default.aspx