



HOTEL TECHNOLOGY – NEXT GENERATION
Property/Distribution Solution
Business Process – Availability
Version 1.0.1

FINAL

Version 1.0.1 includes a minor update to the 'About HTNG' section.

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Following paragraph added, for v1.0.1 on
13 May 2010:

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PREFACE

Hotel Technology Next Generation (“HTNG”) is a nonprofit organization with global scope, formed in 2002 to facilitate the development of next-generation, customer-centric technologies to better meet the needs of the global hotel community. HTNG’s mission is to provide leadership that will facilitate the creation of one (or more) industry solution set(s) for the lodging industry that:

- Are modeled around the customer and allow for a rich definition and distribution of hotel products, beyond simply sleeping rooms;
- Comprise best-of-breed software components from existing vendors, and enable vendors to collaboratively produce world-class software products encompassing all major areas of technology spending: hotel operations, telecommunications, in-room entertainment, customer information systems, and electronic distribution;
- Properly exploit and leverage a base system architecture that provides integration and interoperability through messaging; and that provides security, redundancy, and high availability;
- Target the needs of hotel companies up to several hundred properties, that are too small to solve the issues themselves;
- Will reduce technology management cost and complexity while improving reliability and scalability; and
- Can be deployed globally, managed remotely, and outsourced to service providers where needed.

In June 2005, HTNG announced the first-ever “Branding and Certification Program” for hotel technology. This program will enable vendors to certify their products against open HTNG specifications, and to use the "HTNG Certified" logo in their advertising and collateral materials. It will enable hotels to determine which vendors have completed certification of their products against which specific capabilities, and the environments in which performance is certified. HTNG’s vision is to achieve a flexible technical environment that will allow multiple vendors’ systems to interoperate and that will facilitate vendor alliances and the consolidation of applications, in order to provide hotels with easily managed, continually evolving, cost-effective solutions to meet their complete technology needs on a global basis.

1.0 INTRODUCTION

1.1 Purpose

This document defines the Hotel Technology Next Generation (“HTNG”) Business Process for Availability Messages for Property Distribution based on the OpenTravel Alliance (“OTA”) specifications published by this organization.

1.2 Scope

This document defines minimum requirements and expected behavior of a participating system to assist in the partner certification exercise.

1.3 Overview

Partners will be responsible for creating their own Quality Assurance Test Scripts.

The intent of the HTNG usage profiles is to recommend a minimum common denominator and clarify what fields should be used to transfer the data required. The main aim is to avoid having to pass the same information in more than one field, thus avoiding confusion.

Trading partners may agree prior to implementation to use additional fields for data not covered in the usage profile, including TPA extensions as per the OTA specifications schema.

1.4 References

The following documents are referenced in this document:

1. The OTA Specifications, published twice yearly and available at <http://www.opentravel.org/>
2. HTNG Usage Profile – Availability version 1.0 available at <http://www.htng.org>.

2.0 AVAILABILITY BUSINESS PROCESS

The process being facilitated is that of updating availability and/or inventory and/or restrictions from System A to System B (where system A is generally, but not exclusively, a PMS and system B is generally, but not exclusively, a CRS)

Based on the type of information that needs to be exchanged, System A will select the appropriate usage profile and fill in the XML according to the guidelines provided in the specific profile.

System A will then send the XML to the appropriate webservice set up by System B. System B will respond using the correct response for the selected profile. System A will log the response received from System D.

2.1 Behavior expected from Transmitting System

2.1.1 *Behavior expected prior to Transmission*

The behavior expected from System A will be:

- Usage of the appropriate profile for the type of information to be sent
- Translation of availability information into codes understood by System B (if required)
- Provision of all fields classed as mandatory in the profile
- Validation of XML message format
- Transmission of the XML to appropriate URL set up by System B using the appropriate identification criteria (soap user and password provided by System B)

2.1.2 *Behavior expected upon receipt of response message from Recipient*

Once the XML has been processed by System B, System A will need to:

- Keep a log of the response message transmitted back by System B
- Be able to evaluate error responses coming from System B
- React to error responses as need: by modifying the XML and/or ensuring correct mapping tables are used

2.2 Behavior expected from Recipient System

Upon receipt of the XML message the behavior expected from System B will be:

- Process XML received by System A
- Update of hotel data with availability and/or inventory and/or restriction information contained in the XML sent by System A
- If update is not possible: create an error response as defined in the profile and transmit the response to System A
- Acknowledge successful/unsuccessful processing of the upload using the appropriate response message